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# Staff Development Calendar

September 1990 - June 1991



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# **STAFF DEVELOPMENT CALENDAR**

**September 1990-June 1991**

**Staff Development  
Personnel Services**





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## **General Information**





## General Information

### Introduction: The Approach To Training and Development

Alberta Family and Social Services is a dynamic organization, continually evolving in response to economic, technological, political, and social changes. In this context, there is a strong and ongoing need for training and development to help staff manage change in their work environment and to ensure they have the skills, knowledge, and perspectives to deliver services effectively and efficiently and in accordance with Department directions. The Department courses offered in this calendar have been endorsed through a Departmental Training Plan with input from the Regions and Headquarters.

The emphasis in the Department is on in-house training and the development of courses and services which are tailored to specific job performance requirements that support organizational needs and priorities. This results in more effective and consistent communication of organizational directions, values, norms and performance expectations thereby ensuring the development of an esprit de corps and an enhancement of service delivery. Further, in-house training fosters internal staff supports, networks and an environment of learning from each other.

Effectively meeting training and development requirements of the Department within current budget and time constraints, requires a range of strategies. In response to individual training needs, this calendar offers formal scheduled courses, self-instructional packages, tailored for specific worksites or work groups, flexible schedules to meet regional requests, consultation on a range of training areas, the loan of learning resources and the use of a Resource Centre at Staff Development.

Staff Development also offers consultation services to major responsibility centres to improve their capacities to manage the changing work environment.

A section is included which provides a listing and description of training that can be accessed through Information Resource Services (IRS). All of these courses are available on a request basis.

Since not all training needs can be met through in-house training, another section of this calendar details courses that are offered through PAO (Personnel Administration Office) which are relevant for employees in Family and Social Services.

New this year are two "train-the-trainer" courses that will assist Department employees, including managers and supervisors, who must conduct training to staff or client groups or provide one-on-one training on the job to their staff. These two courses are described in more detail under the "Communication Skills" section of the calendar.

### Training Under Development

#### Income Support Training

In the past, program specific training for Income Support Staff has not been available. As a component of the Departmental Training Plan, a comprehensive training program is currently being developed for Income Support.

Given the major program initiatives underway, the initial focus is on the needs of current staff delivering the Social Allowance program in district offices. Competency profiles for Casework Supervisors, Financial Benefit Workers, Intake



and Employment and Client Support Service workers have been developed to serve as a basis for the design of courses. Priority has been assigned to the development and delivery of training for Casework Supervisors to enhance their skills and knowledge, as their role is vital to effective program delivery. Please refer to the Supervisory Development section of the calendar for the course description.

The next stage is to provide training that will support the implementation of differential use of staff (DUS). Longer range plans will incorporate training to meet the needs of staff newly hired to the positions of Intake, Financial Benefits and Employment Client Support Services.

In the interim the following courses are viewed as relevant to the changing roles within Social Allowance:

- **Serving The Public Effectively** - To provide perspectives and skills to handle stress and conflict. Includes content from Interpersonal Communication and Professional Telephone Techniques.
- **Understanding and Managing the Helping Relationship** - To understand, initiate and successfully maintain a helping relationship. Prerequisite for Task-Centred Casework.
- **Task-Centred Casework** - To introduce a short term, problem solving model of casework.

Additionally, Social Allowance workers may benefit from:

- **Identification of Maltreated Children** - To identify significant indicators of maltreatment and methods of referring.
- **Substance Abuse** - To assist in the identification and referral process of clients who are drug/alcohol/substance abusers.
- **Suicide Prevention - Alternate Delivery Program: Suicide Prevention Training: Group Facilitator's Guide.**

### Other Initiatives

The Departmental Training Plan has identified training initiatives for Child Welfare in the areas of case management (a new case management model), adoptions, foster care, AIDS policy, supervisory training and policies on confidentiality and restraint. The Training Plan also projects new training in contract management, day care, and Services to Persons with Disabilities.

In the area of supervisory training, there are plans to design an introductory course for staff who are considering a career move into supervision. Supervisory training enhancement seminars in performance management and team building will likely be available by late fall of this year.

## Choosing Courses

Getting the most out of the training experience and transferring the learning back to the job depends on: the recognition by the employee and supervisor or manager of the need for acquiring new skills and knowledge; the linkage of these skills to job and organizational requirements; the opportunity and requirement to apply the new learning at the work place; and on-the-job coaching to reinforce the learning.

Some courses are deemed by the Department as essential for all incumbents in particular job positions. Managers, supervisors and their staff must ensure completion of such training in a timely way. Other training is identified by an employee and/or his or her supervisor or manager through the performance appraisal process, and/or through plans for career development and is more discretionary in terms of time and individual responsibilities in a job.

Decisions on training must be cost effective. The following "checklist" is aimed at assisting managers and supervisors to make appropriate choices.

1. Has the training need been clearly identified in the employee's performance appraisal as

- necessary to fulfill responsibilities; or enhance career development?
2. Is the course considered as "mandatory" and/or basic training? Has this employee acquired such training? (Departmental training plans, models, policies, and directives are guides for identifying courses as mandatory or basic training.)
  3. If the training is not considered mandatory or basic, will participation by the employee in the training program jeopardize the ability of that person or other staff to acquire required training because of time or financial constraints?
  4. Is the job changing so that the employee must develop a new skill or acquire a new knowledge base?
  5. Is the request to attend a course supported by a manager with appropriate expenditure officer authority? Are all costs associated with attendance fully supported by the worksite, region or responsibility area?
  6. Has the employee and the manager or supervisor clarified with one another: the relevance of the course objectives to current or evolving job requirements (i.e. how this course will help the employee to do better); a plan for applying the learning back on the job, including support required - e.g. time and coaching - to incorporate the learning into work habits of the employee?
  7. If a performance gap has been identified, is training the appropriate response? Could the employee do the job under dire circumstances? Reasons for poor performance may include: employees that don't know what is expected of them; lack of appropriate equipment, space, lighting, or systems to do the job well; or that there are no serious consequences for poor performance. In other words, it may not be a problem of a skill deficit for which training would be the best option.
  8. If substantial costs for travel and subsistence are required to attend a course, e.g. in another region, what other alternatives have been considered: e.g.: having the course brought to the region if there is sufficient demand throughout the region or within a particular worksite; accessing the same skill and knowledge through self-learning material, especially if time away from the job is critical?
  9. If the training is intended for career or professional development rather than basic job skills, is the employee prepared to assume all or a portion of the costs?
  10. How does the proposed training relate to employee characteristics and career development needs as evidenced by: a satisfactory overall performance history; a capacity to assume increased responsibility; demonstrated initiative; other developmental options utilized as appropriate?
  11. How does the proposed training fit into a human resource plan and priorities for the worksite, responsibility area, or the Department? What will be the impact on the delivery of services.

## Course Registration

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### Eligibility and How To Register

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In general, all courses are open to Alberta Family and Social Services employees, although some courses are limited to specific target groups. The form SSA 63A is your method of officially registering for all in-house courses and the course number must be indicated. Please forward your completed SSA 63A to your supervisor/manager for approval. It will then be forwarded through the normal approval process to the Regional Staff Development Coordinator (RSDC) or, for Headquarters employees, directly to Staff Development.



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## Scheduled Courses

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For the Staff Development Branch courses described in the calendar for which specific dates have been scheduled:

- The closing date is July 20, 1990 for registration on courses scheduled from September 1990 to December 1990.
- The closing date is November 15, 1990 for registration on courses scheduled from January to June 1991.
- The Regional Staff Development Coordinator (RSDC) or regional personnel officer is responsible for the coordination, including registration, of all courses delivered in a region.
- For staff working in Headquarters, registration should be made directly through Staff Development.
- Registration for Management Development courses will be handled through the office of each Responsibility Centre Head. Announcements of course schedules will be made through the year.
- Late registrations will be accepted on courses only when vacancies occur.

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## Cancellations

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Staff Development will accept cancellations from the regions or Headquarters worksites up to the fourth Friday (three clear weeks) prior to course commencement.

Applicants must attend all scheduled days of a course.

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## On-Request Training

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Additional training programs for a worksite or region may be requested by worksite managers through the Regional Staff Development Coordinator (RSDC) or regional personnel officer. Headquarters staff make such requests directly to Staff Development. Such requests should be received by Staff Development at least two calendar months prior to the requested date for training.

## Other Courses

Information on a variety of courses is available through the Staff Development Resource Centre. Relevant conferences, workshops or courses of broad interest to the Department will be communicated via PROFS.

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## Information Resource Services (IRS) Training

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All training offered through IRS is on a request basis. Requests from Regions should be made through the Regional EDP Coordinator. Requests from Headquarters should be made to Theresa Lalonde, IRS, phone 441-6743. Official registration for training requires completion of the SSA 63A.

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## Personnel Administration (PAO) Courses

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Applications for PAO courses listed in this calendar must be submitted to a Regional Staff Development Coordinator (RSDC) or to Staff Development, for Headquarters employees. The application deadline for courses is August 1990 for courses during the November 1990 through March 1991 period. Applications are accepted until a course is full and a wait list is kept where



appropriate. While the application date for the April through October 1990 period was in February 1990, the courses scheduled for this time period are included in this listing since vacancies may exist. Applicants should note that since PAO accepts applicants from all Government of Alberta departments, only a limited number of seats are available to Family and Social Services on a given course. Official registration for training requires completion of the SSA 63A.



## **Staff Development Services**





## Staff Development Services

### Staff Development Branch Consulting Services

The Staff Development Branch offers consulting services to assist managers and staff to enhance the efficiency and effectiveness of their work groups, and to identify and acquire job-specific knowledge and skills needed for performance improvement. For information on accessing specific services contact a Regional Staff Development Coordinator (RSDC) or Staff Development directly.

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#### Enhancing Organizational Effectiveness

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Staff Development provides consultation on organizational effectiveness to major responsibility centres in the Department, e.g. Deputy Minister's Office, program and support branches within Headquarters and Regional Offices. This level of intervention insures maximum impact on the entire organization's ability to manage change. The expectation is that managers involved in such interventions will develop skills to assist other work units under their auspices to sense the organizational climate, concerns and priorities, and to take action required for change strategies, team building, conflict resolution, and clarifying roles and relationships in the context of changes in program services and organizational structures. Desired change can result from individuals or groups identifying an existing problem, recognizing an opportunity for improvement or development, perceiving some future needs or simply feeling that "something isn't right". Consultation can assist in clarifying a problem or need for a change, determining required directions, developing alternative ways to proceed, implementing action plans, and

considering the need for further action. Techniques include: use of change models and strategies (e.g. visioning); team building; conflict resolution; facilitator of planning; and clarification of roles and relationships.

The Staff Development consulting approach is based on the premise that people must be committed to the process of change that will create their future. Those who will be affected by changes need to see them as worthwhile and beneficial. The consulting process reflects the belief that commitment is built by actively involving those who will be affected in the development and implementation of any learning strategies.

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#### Tailoring Training

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Specific worksites or work groups may require job-specific training that cannot be sufficiently addressed through attendance at courses listed in this calendar. Further, accessing the required training from sources outside the Department may not be a viable option. Staff Development can frequently tailor a particular course through shifting the emphasis for specific training objectives and building in specialized content through activities such as case studies, scenarios, and simulations that relate more closely to the intended trainee group. An additional option, where modifying a current formal course is not sufficient, is "consul-training" in which Staff Development trainers or extended faculty utilize their training and facilitating skills and subject matter expertise in a consultation process to identify and develop job-related skills and knowledge needed by a trainee target group.

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## Diagnosing Requirements For Training

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The decision to train may result in a costly and time consuming venture, in terms of human resources. It is therefore very important that supervisors and managers make informed and cost-efficient decisions in this area. Staff Development can provide assistance, through consultation and expert advice, on what training is required, what resources are necessary to fulfill this training, and how best to accomplish it. Assistance in this area could include one or all of the following:

- **Competency Profile:** provides a listing of tasks and their components required to perform a job.
- **Task Analysis:** identifies the level of knowledge and skills required to perform a specific task.
- **Performance Analysis:** identifies skill deficiencies in the performance of a specific task or job.
- **Learning Contracts:** ensures maximum benefits from identified training events.

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## Assisting Worksite Training

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In addition to training offered through Staff Development, there is frequently a need for Regional and Headquarters worksites or work groups to develop and implement their own unique workshops or on-the-job training activities. Staff Development can provide assistance to individuals interested in planning and conducting such learning events. This support service could include a review of training objectives and the design of appropriate lesson plans, instructional techniques (see new train-the-trainer courses in the calendar), and the reinforcement of learning back on the job.

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## Information and Referral

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### Staff Development Resource Centre - Resource Catalogue

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A Resource Catalogue has been issued to each worksite by Staff Development. The purpose of this catalogue is to provide Family and Social Services staff with a reference that lists video cassettes, films, audio cassettes and instructional kits available through Staff Development. Self-Instructional Kits have been identified in the section on Staff Development: Alternate Delivery and Self-Instructional Programs. All resources listed in this catalogue can be viewed within the Staff Development Resource Centre, either individually or in small groups of 4-5 people. In order to ensure availability, it is recommended that both the resource and the Resource Centre be reserved at least 1 week in advance by contacting Linda Desaulniers, Resource Coordinator, at 427-5949.

The Resource Centre is located at Staff Development on the 10th Floor, Centre West, 10035-108 Street in Edmonton. It is open between 8:15 am and 4:30 pm, Monday through Friday.

Arrangements may also be made to preview resources at the worksite. Materials are available for a one-week period.

Revised editions of the Resource Catalogue will be issued periodically to reflect any newly-acquired media. Staff Development welcomes suggestions of learning resources that could be investigated for possible future acquisition.

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### Training Outside the Department

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Staff Development personnel are in constant contact with other government departments and non-government organizations and individuals offering training in areas such as public

administration, financial management, office administration, stress management, time management, leadership, interpersonal communication, program evaluation, public speaking, computer operations, and effective writing. If managers and supervisors are unable to find courses to meet identified training needs, Staff Development can help them locate appropriate resources. Interested parties should contact Staff Development at 427-5949.

## **Extended Faculty**

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### **The Role of Extended Faculty**

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Training is delivered through the use of a variety of resources. Members of Staff Development are involved in the delivery, coordination, and monitoring of programs. The Department, however, recognizes the vast pool of expertise that is in the program and delivery staff. To utilize this knowledge, a number of selected staff members are released on a part-time basis from their regular functions to design and deliver Department training. The Department also draws on a variety of professionals in other government departments and community agencies.

Staff Development would like to express its appreciation and thanks to all those people who contributed to the successful 1989-90 training year, many of whom will be continuing on as instructors and as resource people for the ongoing development and delivery of training this year.

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### **How to Become Extended Faculty**

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If you would like to become an extended faculty, contact Staff Development to discuss opportunities for training, specific time commitments, skills and knowledge needed as an instructor, and the orientation and training that would be provided to you. Then, if there is a mutual interest by yourself and Staff Development for you to become an extended faculty,

consultation with your manager or supervisor would follow regarding the ability and willingness to integrate training with your other job functions and responsibilities.

This year Staff Development is introducing an "apprenticeship" program for extended faculty that will encompass an initial seminar on the role of the facilitative trainer, opportunities to audit relevant courses and participate in team teaching with experienced instructors, ongoing coaching by Staff Development trainers, the use of a competency profile to monitor performance and determine the need for any special assistance, and advanced workshops on instructional techniques and training design.







**Staff Development Branch (SD)**  
**Training and Development**



## Schedule of Courses: Staff Development Branch Alberta Family and Social Services

Other offerings of these courses may be available on request, if there is sufficient demand. The page numbers indicate where the course description is to be found. The course number must be indicated on the SSA 63A.

Course [course no.] and When Scheduled	page no.	Course [course no.] and When Scheduled	page no.
<b>Management Commitment</b>		<ul style="list-style-type: none"> <li>(for Program Support)</li> <li>(1) Sep. 11-14, 1990 (2) Oct. 16-19, 1990 (Edmonton)</li> <li>(1) Nov. 5-8, 1990 (2) Dec. 11-14, 1990 (Calgary)</li> <li>(1) Apr. 15-18, 1991 (2) May 13-16, 1991 (Edmonton)</li> </ul>	
Course schedules to be announced quarterly, see page 23.			
<b>Supervisory Development</b>		<ul style="list-style-type: none"> <li><b>Training for Child Welfare Supervisors</b>...25 [course no. D9012]</li> <li>(1) Sep. 25-28, 1990 (2) Oct. 23-26, 1990 (Two Hills)</li> <li>(1) Feb. 5-8, 1991 (2) Mar. 12-15, 1991 (Edmonton)</li> <li><b>Training for Income Support Supervisors</b> .....25 [course no. D9015]</li> <li>Developmental stage</li> <li>Dates to be announced</li> </ul>	
<ul style="list-style-type: none"> <li><b>Child Care Supervisory Training</b>.....24 [course no. D9004]</li> <li>(1) Jan. 8-11, 1991 (2) Feb. 12-15, 1991</li> <li><b>Skills for Supervising in Family and Social Services</b> .....24 [course no. D9008]</li> </ul>			
Please note dates refer to part 1 and 2 or follow up required to complete a course.			
Courses have been divided between Administrative Support and Program Support.			
<ul style="list-style-type: none"> <li>(for Administrative Support)</li> <li>(1) Dec. 4-7, 1990 (2) Jan. 8-11, 1991 (Calgary)</li> <li>(1) Jan. 15-18, 1991 (2) Feb. 26-Mar. 1, 1991 (Edmonton)</li> <li>(1) Mar. 5-8, 1991 (2) Apr. 9-12, 1991 (High Prairie)</li> </ul>		<b>Development and Coordination of Programs</b>	
		<ul style="list-style-type: none"> <li><b>Negotiating Service Contracts</b>.....26 [course no. G9065]</li> <li>Oct. 24-26, 1990 (Edmonton)</li> </ul>	

- **Project Management**.....26  
[course no. G9085]  
(available for all staff)  
Oct. 2-4, 1990 (Calgary)  
Mar. 11-13, 1991 (Edmonton)

- **Community Interventions for Child Sexual Abuse**.....28  
[course no. J9015]  
on request

## Delivery of Services

- **Activity Programming**.....27  
[course no. J9003]  
May 15-16, 1991 (St. Paul)

- **Counselling**.....29  
[course no. J9018]  
(1) Jan. 15-17, 1991 (2) Mar. 5, 1991  
(St. Paul)

- **Child Protective Services (CPS) Core Training** .....27  
[course no. J9006]

Wave 41 - Edmonton  
Week 1: Sep. 17-21, 1990  
Week 2: Oct. 22-26, 1990  
Week 3: Nov. 19-23, 1990

Wave 42 - Edmonton  
Week 1: Oct. 1-5, 1990  
Week 2: Nov. 5-9, 1990  
Week 3: Dec. 3-7, 1990

Wave 43 - Calgary  
Week 1: Oct. 29-Nov. 2, 1990  
Week 2: Dec. 10-14, 1990  
Week 3: Jan. 14-18, 1991

Wave 44 - Edmonton  
Week 1: Feb. 4-8, 1991  
Week 2: Mar. 4-8, 1991  
Week 3: Apr. 8-12, 1991

Wave 45 - Calgary  
Week 1: Mar. 18-22, 1991  
Week 2: Apr. 15-19, 1991  
Week 3: May 13-17, 1991

Wave 46 - Edmonton  
Week 1: Apr. 22-26, 1991  
Week 2: May 27-31, 1991  
Week 3: June 24-28, 1991

- **Communication Skills and Relationship Development** .....28  
[course no. J9012]  
Nov. 28-30, 1990 (Lethbridge)  
Dec. 5-7, 1990 (St. Paul)

- **Court in Session**.....29  
[course no. Y9009]  
self instructional

- **Family Involvement in Care**.....29  
[course no. J9024]  
Oct. 17-18, 1990 (Ft. McMurray)  
Apr. 3-4, 1991 (St. Paul)

- **Group Counselling**.....30  
[course no. J9027]  
Nov. 7-8, 1990 (Edmonton)

- **Human Development**.....30  
[course no. J9030]  
Dec. 12-13, 1990 (Ft. McMurray)  
Mar. 20-21, 1991 (High Prairie)

- **Identification of Maltreated Children**.....30  
[course no. J9033]  
Oct. 11-12, 1990 (Edmonton)  
Nov. 20-21, 1990 (Calgary)  
Mar. 19-20, 1991 (Calgary)

- **Individual Program Planning**.....31  
[course no. J9036]  
Apr. 17-18, 1991 (High Prairie)

- **Interviewing Children**.....31  
[course no. Y9023]  
Course guide - on request



- **Investigation and Case Management of Child Sexual Abuse** .....31  
[course no. J9039]  
Note that there are 2 parts to this course - applicants must register for both.  
(1) Oct. 16-18 (2) Dec. 5-6, 1990 (Lethbridge)  
(1) Oct. 30 - Nov. 1 (2) Nov. 27-28, 1990 (Edmonton)  
(1) Mar. 6-8 (2) Apr. 4-5, 1991 (Edmonton)  
(1) Apr. 30 - May 2 (2) Jun. 11-12, 1991 (Slave Lake)  
(1) May 28-30 (2) Jun. 25-26, 1991 (Calgary)
- **Management of Children's Behaviour** .....32  
[course no. J9041]  
Feb. 6-7, 1991 (Ft. McMurray)
- **Management of Groups**.....32  
[course no. J9044]  
on request
- **Nurturing Self-esteem in Children**.....32  
[course no. J9047]  
Mar. 13-14, 1991 (Ft. McMurray)  
Apr. 25-26, 1991 (Lac La Biche)
- **Observing, Recording, and Reporting** .....33  
[course no. J9050]  
Sep. 26, 1990 (High Prairie)  
Mar. 6-7, 1991 (St. Paul)
- **Social Learning Theory** .....33  
[course no. J9053]  
Feb. 27-28, 1991 (High Prairie)
- **Strategies in High Risk Situations**.....33  
[course no. J9056]  
Note that there is a follow up day in this course - applicants must register for the entire course.  
(1) Sep. 12-14 (2) Oct. 17, 1990 (Edmonton)  
(1) Oct. 24-26 (2) Dec. 4, 1990 (High Prairie)  
(1) Feb. 20-22 (2) Mar. 20, 1991 (Edmonton)
- **Substance Abuse/Addictions** .....34  
[course no. J9060]  
Sep. 18-19, 1990 (Grand Prairie)  
Oct. 2-3, 1990 (St. Paul)  
Nov. 15-16, 1990 (Edmonton)  
Jan. 22-23, 1991 (Calgary)  
Mar. 25-26, 1991 (Edmonton)
- **Suicide Prevention (CPS)** .....34  
[course no. J9063]  
Oct. 17-19, 1990 (Edmonton)  
Nov. 26-28, 1990 (Calgary)  
Jan. 15-17, 1991 (High Prairie)  
Jan. 23-25, 1991 (Edmonton)  
Feb. 26-28, 1991 (Two Hills)  
Mar. 12-14, 1991 (Calgary)  
Apr. 10-12, 1991 (Edmonton)  
May 7-9, 1991 (Ft. McMurray)  
Jun. 11-13, 1991 (Lethbridge)
- **Suicide Prevention Training: Group Facilitator's Guide**.....34  
[course no. Y9067]  
On-site delivery - on request
- **Task Centred Casework** .....35  
[course no. J9069]  
Note that there is a follow up day for this course - applicants must register for the entire course.  
(1) Sep. 27-28 (2) Oct. 26, 1990 (Ft. McMurray)  
(1) Nov. 14-15 (2) Dec. 12, 1990 (Edmonton)  
(1) Feb. 20-21 (2) Mar. 29, 1991 (Calgary)  
(1) Apr. 16-17 (2) May 22, 1991 (Two Hills)
- **Teaching Living Skills** .....35  
[course no. J9071]  
Oct. 10-11, 1990 (Lac La Biche)
- **The Therapeutic Environment** .....35  
[course no. J9074]  
Nov. 21-22, 1990 (High Prairie)

- **Understanding and Managing the Helping Relationship** .....36  
[course no. J9077]  
Sep. 4-5, 1990 (Ft. McMurray)  
Sep. 11-12, 1990 (Lethbridge)  
Sep. 25-26, 1990 (High Prairie)  
Oct. 11-12, 1990 (Calgary)  
Oct. 15-16, 1990 (Edmonton)  
Oct. 23-24, 1990 (Two Hills)
- **Understanding Wife Abuse**.....36  
[course no. J9080]  
Oct. 10, 1990 (Edmonton)  
Nov. 6, 1990 (Calgary)  
Dec. 12, 1990 (High Prairie)  
Apr. 16, 1991 (Calgary)  
May 3, 1991 (Edmonton)
- **Working With Sexually Abused Children**.....36  
[course no. J9083]  
Sep. 18-19, 1990 (Edmonton)  
Nov. 14-15, 1990 (Ft. McMurray)  
Jan. 15-16, 1991 (Medicine Hat)  
Jan. 30-31, 1991 (Lac La Biche)  
Mar. 26-27, 1991 (Calgary)

## Native Awareness

- **Child Welfare Casework With Native People** .....37  
[course no. M9020]  
Oct. 3-5, 1990 (High Prairie)  
Nov. 7-9, 1990 (Two Hills)  
Dec. 12-14, 1990 (Edmonton)  
Feb. 20-22, 1991 (Ft. McMurray)  
Apr. 24-26, 1991 (Edmonton)  
June 5-7, 1991 (Calgary)
- **Understanding Native Communities** .....37  
[course no. M9080]  
Nov. 7-8, 1990 (Grand Prairie)  
Dec. 11-12, 1990 (Two Hills)  
Feb. 12-13, 1991 (Lethbridge)  
May 23-24, 1991 (Edmonton)

## Office Administration

- **DRM 1 - Introduction to Records Management Systems** .....38  
[course no. P9101]  
Sep. 12-13, 1990 (Edmonton)  
Oct. 23-24, 1990 (Calgary)  
Jan. 9-10, 1991 (Edmonton)
- **DRM 2 - Records Systems Improvements** .....38  
[course no. P9201]  
Oct. 10-11, 1990 (Edmonton)  
Nov. 20-21, 1990 (Calgary)  
Feb. 12-13, 1991 (Edmonton)
- **DRM 3 - Records Disposition** .....39  
[course no. P9301]  
Nov. 7-8, 1990 (Edmonton)  
Dec. 11-12, 1990 (Calgary)  
Mar. 6-7, 1991 (Edmonton)
- **DRM 10 - Introduction to Forms Management**.....39  
[course no. P9010]  
Jan. 22, 1991 (Edmonton)  
Mar. 19, 1991 (Calgary)
- **DRM 11 - Client Records Management**...39  
[course no. P9011]  
Sep. 19-20, 1990 (Calgary)  
Oct. 17-18, 1990 (Edmonton)  
Mar. 20-21, 1991 (Calgary)  
Apr. 17-18, 1991 (Edmonton)
- **Interpersonal and Organizational Skills for Clerical and Secretarial Staff**.....40  
[course no. P9020]  
Dec. 10-12, 1990 (Edmonton)  
Jan. 29-31, 1991 (Calgary)  
Feb. 5-7, 1991 (High Prairie)  
Feb. 20-22, 1991 (Edmonton)  
Apr. 10-12, 1991 (Edmonton)
- **Making Manuals Effective**.....40  
[course no. P9050]  
on request

- **Word Processing Self-Study** .....40  
[course no. Y9073]  
Self-instructional

## Communication Skills

- **Consultation Skills Training** .....41  
[course no. S9005]  
Jan. 28-31, 1991 (Edmonton)  
Apr. 23-26, 1991 (Calgary)
- **Effective Training Techniques:  
The Facilitative Training Approach**.....41  
[course no. S9007]  
Oct. 2-3, 1990, Edmonton
- **Interpersonal Communication** .....41  
[course no. S9010]  
Nov. 27-28, 1990 (Edmonton)  
Mar. 4-5, 1991 (Edmonton)  
Mar. 12-13, 1991 (Lethbridge)  
Apr. 3-4, 1991 (Calgary)
- **Media Maze**.....42  
[course no. S9063]  
on request
- **Presentation Excellence (Basic)**.....42  
[course no. S9067]  
Nov. 7-8, 1990 (Calgary)  
Nov. 29-30, 1990 (Edmonton)  
May 1-2, 1991 (Edmonton)
- **Professional Telephone Techniques  
for Family and Social Services**.....42  
[course no. S9069]  
Oct. 30, 1990 (Edmonton)  
Feb. 26, 1991 (Calgary)  
Apr. 29, 1991 (Edmonton)  
May 14, 1991 (Lethbridge)

- **Serving the Public Effectively**.....43  
[course no. S9085]  
Oct. 10-12, 1990 (Edmonton)  
Oct. 30 - Nov. 1, 1990 (Calgary)  
Nov. 14-16, 1990 (High Prairie)  
Jan. 22-24, 1991 (Edmonton)  
Mar. 19-21, 1991 (Two Hills)  
Apr. 16-18, 1991 (Lethbridge)  
May 14-16, 1991 (Calgary)  
May 22-24, 1991 (Edmonton)
- **Training on the Job**.....44  
[course no. S9090]  
Nov. 20-21, 1990, (Edmonton)
- **Writing for the Minister**.....44  
[course no. S9095]  
on request
- **Writing For Results Workshop**.....44  
[course no. S9075]  
Sep. 18-19, 1990 (Lac La Biche)  
Oct. 22-23, 1990 (Edmonton)  
Mar. 5-6, 1991 (Calgary)  
May 29-30, 1991 (Edmonton)

## Special Programs

- **Human Rights - Employer's Workshop**...45  
[course no. V9010]  
on request

## Alternate Delivery and Self-Instructional Programs

(available from Staff Development Resource Centre)

- **Advanced Executive Leadership Skills** ....45  
[course no. Y9001]
- **The Art of Negotiating** .....46  
[course no. Y9003]
- **Court in Session** .....46  
[course no. Y9009]



● <b>Defender/Challenger: Advanced Financial Decision Making System</b> .....46 [course no. Y9011]	● <b>Suicide Prevention Training: Group Facilitator's Guide</b> .....48 [course no. Y9067]
● <b>Effective Reading: Speed Reading Self-Taught</b> .....46 [course no. Y9013]	● <b>Typing Tutor IV with Letter Invaders - Kit - 1987</b> .....49 [course no. Y9070]
● <b>Executive Delegation: Achieving Results Through People</b> .....46 [course no. Y9015]	● <b>Word Processing Self-Study</b> .....49 [course no. Y9073]
● <b>Fundamentals of Finance and Accounting for Non-Financial Executives</b> .....47 [course no. Y9017]	● <b>Writing for the Minister: A Manual for Departmental Staff</b> .....50 [course no. S9095]
● <b>Help Yourself Time Management</b> .....47 [course no. Y9019]	
● <b>Interviewing Children</b> .....47 [course no. Y9023]	
● <b>Leading Meetings</b> .....47 [course no. Y9025]	
● <b>Manage Your Stress</b> .....47 [course no. Y9027]	
● <b>Managing Interpersonal Relationships</b> ...47 [course no. Y9036]	
● <b>Managing Management Time: The Greatest Management Story Ever Told</b> ...48 [course no. Y9039]	
● <b>Negotiating Leverage: How To Get It, How to Use It, How To Keep It</b> .....48 [course no. Y9044]	
● <b>Negotiating Self-Taught</b> .....48 [course no. Y9047]	
● <b>Presentation by Objective</b> .....48 [course no. Y9056]	
● <b>Sharpening Your Letter Writing Skills</b> ...48 [course no. Y9059]	

## **Staff Development Branch Training and Development Courses**

### **Management Commitment**

The Management Commitment Program has now been in place for just under two years. The majority of courses have been developed and delivered. This year, to facilitate participation in the program, communication about course offerings will be sent directly to managers on a quarterly basis, with coordination of registration to occur through regions and responsibility centres. The primary focus for 1990-91 will be to ensure that all managers participate in two key courses: Overview of Personnel Management and Staffing and Planning, Budgeting and Review (PBAR) and Financial Management.

The following list indicates existing and planned courses. Course schedules will be made available through quarterly mailings. Further information on the program can be obtained by calling Staff Development at 427-5949. Ask for the Manager or the Consultant for the Management Development Unit.

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### **Orientation**

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The Context for Management in Family and Social Services (under revision).

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### **Managing Resources**

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- Overview of Personnel Management
- Planning, Budgeting and Review (PBAR) and Financial Management
- Employee Relations

- Staffing
- Automated Information Management (under revision)
- Project Management
- Performance Management (under revision)

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### **Managerial Skills**

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- Increasing Work Unit Effectiveness
- Influence Skills Using Negotiating Strategies
- Making Presentations
- Managing Effective Meetings
- Manager's Role in Community Relations (under development)
- Manager's Role in Public Involvement (under development)
- Skills of Managing People
- Writing Skills

The Context for Management in Family and Social Services, Overview of Personnel Management and Planning, Budgeting and Review (PBAR) and Financial Management are considered to be foundation courses for this program and should preferably be taken prior to other courses.

In order to complete the program in four years, a manager would need to take four courses per year. Managers who have taken Project Management or Writing Skills prior to the inception of the Management Commitment Program or prior to

entering a management classification may request exemption from these two courses.

## **Supervisory Development**

### **Child Care Supervisory Training**

Course number: D9004

This two-part course of four days each is designed to provide Child Care Supervisors with the skills to enhance job satisfaction for staff, while at the same time ensuring accountability for meeting organizational objectives. Emphasis is given to the supervisor's responsibility for individual performance. The second 4-day part of the course builds on the skills acquired during the first part, focusing on the role of the Child Care Supervisor in ensuring accountability for meeting organizational objectives and providing quality client services. Emphasis will be given to the supervisor's role in developing and maintaining teamwork and achieving exceptional team performance.

#### **For Whom**

Child Care supervisors as well as certified Child Care workers aspiring to supervisory positions in Child Care programs. (12-20 participants per course)

#### **When Offered**

(1) Jan. 8-11, 1991 (2) Feb. 12-15, 1991

**Time:** 9:00 am - 4:30 pm

Also available on request; can be delivered regionally.

### **Skills for Supervising in Family and Social Services**

Course number: D9008

Supervisors are experiencing demands for higher quality work, more efficiency and more responsiveness to demands for service from within and outside the Department. They must ensure productivity in the context of limited resources, higher employee expectations, and an urgent need for people and systems to keep pace with changing technologies and changing social, economic and organizational conditions.

The development of job profiles for a variety of supervisors in the Department enabled Staff Development to identify core skills required by all supervisors in Family and Social Services. The training reflects these core skills, but is adaptable to the unique needs and requirements of different work situations.

The course is divided into two 4-day sessions that encompass the following topics:

- Roles, responsibilities, and values in the supervisory role
- Using appropriate styles of leadership
- Developing and appraising individual performance
- Solving performance problems
- Developing effective work teams
- Planning and organizing for impact
- Managing change
- Identifying strategies for ongoing development as a supervisor

#### **For Whom**

This course is intended for all supervisors; however, it has been tailored to meet the needs of



2 distinct groups, Administrative Support staff and Program Support staff.

**When Offered**

(for Administrative Support)

- (1) Dec. 4-7, 1990 (2) Jan. 8-11, 1991  
(Calgary)  
(1) Jan. 15-18, 1991 (2) Feb. 26 - Mar. 1, 1991  
(Edmonton)  
(1) Mar. 5-8, 1991 (2) Apr. 9-12, 1991  
(High Prairie)

(for Program Support)

- (1) Sep. 11-14, 1990 (2) Oct. 16-19, 1990  
(Edmonton)  
(1) Nov. 5-8, 1990 (2) Dec. 11-14, 1990  
(Calgary)  
(1) Apr. 15-18, 1991 (2) May 13-16, 1991  
(Edmonton)

**Time:** 9:00 am - 4:30 pm

Available on request; can be delivered regionally

**Training for Child Welfare Supervisors**

(formerly called Child Welfare Supervisory Training)

Course number: D9012

This two-part course of four days each is designed to assist Child Welfare Casework supervisors to identify, develop, and practice skills in the supervisory roles of leading, organizing, planning, controlling, educating, and consulting. Topics include motivation, decision making, sources of power, leadership styles, values, problem solving, and managing employee performance. The second 4-day part of this course builds upon the skills acquired during the first part. In keeping with the intent of the training to assist Child Welfare Casework supervisors to identify, develop, and practice skills in their supervisory roles, special emphasis is given to performance assessment, taking disciplinary action, increasing

work group effectiveness, including team building, and the educative/consultative role.

**For Whom**

All new Child Welfare Casework supervisors and supervisors who need to supplement previous training or enhance skills gained through work experience. (12-20 participants per course)

**When Offered**

- (1) Sep. 25-28 (2) Oct. 23-26, 1990  
(Two Hills)  
(1) Feb. 5-8 (2) Mar. 12-15, 1991  
(Edmonton)

**Time:** 9:00 am - 4:30 pm

**Training For Income Support Supervisors**

Course number: D9015

This comprehensive course is being designed, as a part of the Social Allowance Support Human Resource Model, based on a competency model to address the required knowledge, attitudes and skills of Social Allowance Casework Supervisors.

It will encompass generic supervisory skills, and specific knowledge required in Social Allowance.

**For Whom**

All new Social Allowance Casework Supervisors, primarily new supervisors but also relevant to existing Supervisors who need to supplement previous training or enhance skills gained through work experience.

**When Offered**

Dates to be announced  
Currently under development

## Development and Coordination of Programs

### Negotiating Service Contracts

Course number: G9065

In order to meet the needs of a wide range of clients that come under its mandate, the Department contracts with individuals, community agencies, and other organizations to supply a variety of services; e.g. individual and family assessment and counselling; residential and vocational training; shelters for battered women; consultation on program development; staff training; and provision of social and health related programs. Staff responsible for purchasing services on behalf of the Department must negotiate agreements that generate the most appropriate services and value for dollar.

Negotiations are best characterized by two or more parties who have different and sometimes conflicting interests, yet have a mutual need to work with one another. Negotiating therefore involves communication between such interdependent parties to reach mutually acceptable decisions.

This three-day course provides perspectives and skills that will enable the Department negotiator to achieve win-win contracts with service providers. It will cover:

- The nature of the negotiation process
- When to negotiate, when not to
- Analyzing the environment in which negotiations must take place
- Assessing the dynamics in a relationship
- Negotiating strategies and tactics
- Alternate ways of dealing with conflict

- A mode for guiding the planning and conduct of negotiations, and
- The management of negotiation teams.

Through lectures, discussions, simulated negotiations, and practical work sheets, participants will acquire ideas and skills that can be put into practice immediately.

#### For Whom

Department staff with responsibilities for negotiating the purchase of services on behalf of the Department. (12-20 participants per course)

#### When Offered

Oct. 24-26, 1990 (Edmonton)

**Time:** 9:00 am-4:30 pm

Also available on request; can be delivered regionally.

### Project Management

Course number: G9085

This three-day workshop is specifically designed for Departmental personnel involved in planning and implementing major program and organizational changes using the project management approach. Participants will identify project management issues, review the value of project management as a management tool for major work initiatives, and define and describe the project management cycle and the requirements for each phase. There will be an opportunity to practice skills required for the planning, implementing, and controlling of projects. There is a two-day version of this course which is restricted to those classified as managers (see under Management Development section).

#### For Whom

Departmental staff who are managing projects or who are to be assigned project management responsibilities. (12-25 participants per offering of workshop)



**When Offered**

(available for all staff)

Oct. 2-4, 1990 (Calgary)

Mar. 11-13, 1991 (Edmonton)

**Time:** 9:00 am - 4:30 pm

Announcements will be made when appropriate for two-day managerial courses. Also available on request; can be delivered regionally.

## Delivery of Services

### Activity Programming

Course number: J9003

This two-day workshop is designed to teach helping professionals the mental hygiene approach to activity programming. Participants will discuss various activity setting dimensions and evaluate both individual and group variables when selecting activities. Participants have an opportunity to examine the role of play and activities as components of the child's overall treatment program and learn to select specific activities to meet the child's needs. Personal characteristics of the counsellor for successful implementation of activities will also be outlined. Lastly, activity programming as a means for successfully reintegrating the child into the community will be highlighted.

**For Whom**

This course is for Child Care Counsellors; however, on request, it may be adapted to other helping professionals who work with children (12-20 participants per course).

**When Offered**

May 15-16, 1991 (St. Paul)

**Time:** 9:00 am-4:30 pm

Also available on request; can be delivered regionally.

### Child Protective Services (CPS) Core Training

Course number: J9006

This program provides practitioners with the basic skills and knowledge necessary to deliver the Child Protective Services Program in the Department. The course is delivered in a series of modules spread over three one-week workshops each separated by at least three weeks.

#### Week One

- Conducting an Intake
- Conducting an Investigation
- Sexual Abuse Investigations
- Medical Aspects of CPS
- Risk Assessment

#### Week Two

- Initiating Appropriate Action
- Crisis Intervention
- Family Assessment
- Service Planning and Provision

#### Week Three

- Legal Aspects of CPS
- Care for the Caregiver
- Child Welfare Initiatives

**For Whom**

Designed especially for new CPS workers, but is considered a core course for all Child Welfare workers. (12-20 participants per course)



**When Offered**

**Wave 41 - Edmonton**

Week 1: Sep. 17-21, 1990

Week 2: Oct. 22-26, 1990

Week 3: Nov. 19-23, 1990

**Wave 42 - Edmonton**

Week 1: Oct. 1-5, 1990

Week 2: Nov. 5-9, 1990

Week 3: Dec. 3-7, 1990

**Wave 43: - Calgary**

Week 1: Oct. 29-Nov. 2, 1990

Week 2: Dec. 10-14, 1990

Week 3: Jan. 14-18, 1991

**Wave 44 - Edmonton**

Week 1: Feb. 4-8, 1991

Week 2: Mar. 4-8, 1991

Week 3: Apr. 8-12, 1991

**Wave 45 - Calgary**

Week 1: Mar. 18-22, 1991

Week 2: Apr. 15-19, 1991

Week 3: May 13-17, 1991

**Wave 46 - Edmonton**

Week 1: Apr. 22-26, 1991

Week 2: May 27-31, 1991

Week 3: Jun. 24-28, 1991

**Time:** 9:00 am-4:30 pm

Also available on request; this course will only be offered regionally where appropriate.

## **Communication Skills and Relationship Development**

Course number: J9012

This course is designed to teach helping professionals the principles of developing positive, therapeutic relationships. As a prerequisite to the Counselling workshop, this course aims at improving listening skills and skills for delivery of clear helping messages. Skills such as responding using "I" statements, and giving and receiving

feedback will be covered. The program also aims to increase participant understanding of communication blocks and defensive behaviour and provides participants an opportunity to develop an awareness of their own interpersonal communication style. Participants will have an opportunity to practice skills in the workshop.

**For Whom**

This course is for Child Care Counsellors; however, on request, it may be adapted to other helping professionals who work with children (12-20 participants per course).

**When Offered**

Nov. 28-30, 1990 (Lethbridge)

Dec. 5-7, 1990 (St. Paul)

**Time:** 9:00 am-4:30 pm

Also available on request; can be delivered regionally.

## **Community Interventions For Child Sexual Abuse**

Course number: J9015

This workshop is designed for District Offices and community professionals, groups, and agencies who want to establish a coordinated program of intervention in cases of incest. The focus is on the dynamics of incest and the components and steps in an integrated program. Individually, participants will recognize the importance of the incest problem, identify its source and impact in family dynamics, be able to conceptualize the components of a treatment program, outline the necessary intervention steps, and differentiate the roles of each intervener. Collectively, participants will share a body of knowledge regarding the dynamics of incest, plan an integrated intervention program, and create a format for program implementation. The course is delivered as a two-day workshop with pre-workshop consultation and one post-workshop follow-up.

**For Whom**

Any community professionals who are directly involved in dealing with incest or who may be involved in planning delivery of such services (Child Protection Workers, Police, Physicians, Mental Health Workers, Crown and Defense Attorneys, Community Correction Officers); a District Office must act as the 'sponsor' for this workshop. The community should have a commitment to develop an effective intervention strategy. Ideally there will be a core planning group with a knowledge of relevant local issues and resources. (15-25 participants per course)

**When Offered**

Available upon request through the Regional Staff Development Coordinator (RSDC).

**Counselling**

Course number: J9018

The counselling course presents a framework for managing client problems and teaches skills for utilizing this framework. The participants will become aware of their helping "style" through discussion and practice of the skills of problem-management. The model used is described by Gerard Egan in *The Skilled Helper* (1986). It is an eclectic approach and participants will be able to fit particular techniques (eg. life-space interview, hypnosis) into the model.

The course requires 3 days, plus a 1 day follow-up session. Video taping of practice sessions will be done throughout and participants can submit video tapes of a session with a client on the follow-up day, if this is available in their setting.

This course requires that the participants have completed a basic communication skills workshop.

The course will assist child care counsellors to counsel children and teens. The knowledge is based on the requirements for certification. Other human service professionals would find this course of benefit.

**For Whom**

This workshop is for Child Care Counsellors and all helping professionals who use a client centred approach to counselling. (12 to 16 participants per course). A prerequisite is the completion of "Communication Skills and Relationships" or equivalent communication skills course.

**When Offered**

(1) Jan. 15-17, 1991 (2) Mar. 5, 1991 (St. Paul)

**Time:** 9:00 am-4:30 pm

Also available on request; can be delivered regionally.

**Court in Session**

Course number: Y9009

This interactive videodisc training program focuses on preparing a social worker for appearing in court at a child welfare hearing.

For a description of the program, see section on "SD Courses: Alternate Programs".

**Family Involvement in Care**

Course number: J9024

This 2 day workshop describes the family system and it's impact on clients. The concepts of separation and loss in relation to the family will be described. Participants will apply the "World of Abnormal Rearing" cycle to clients and will learn techniques for effective parenting and how to teach these techniques to parents.

**For Whom**

This course is for Child Care Counsellors.

**When Offered**

Oct. 17-18, 1990 (Ft. McMurray)  
Apr. 3-4, 1991 (St. Paul)



## Group Counselling

Course number: J9027

This two-day workshop is designed to teach the basic theory and skills of group counselling. Participants will explore the dynamics that occur when a client group with common concerns is brought together for the purpose of helping each other. The focus of the workshop will be to develop effective group leadership skills and to practice those skills.

### For Whom

This course is for Child Care Counsellors; however, on request, it may be adapted to other helping professionals who work with children (12-20 participants per course).

### When Offered

Nov. 7-8, 1990 (Edmonton)

**Time:** 9:00 am-4:30 pm

Also available on request; can be delivered regionally.

## Human Development

Course number: J9030

This two-day workshop is designed to teach human development, from conception to old age, with primary emphasis on childhood and adolescence. The program will provide participants with several conceptual frameworks from which to view development. Emphasis is given to the implications of theory to applied child care. The following areas of human development will be covered: cognitive development; development of moral reasoning; psychosocial development; and motivation and hierarchy of needs.

### For Whom

This course is for Child Care Counsellors; however, on request, it may be adapted to other

helping professionals who work with children (12-20 participants per course).

### When Offered

Dec. 12-13, 1991 (Fort McMurray)

Mar. 20-21, 1991 (High Prairie)

**Time:** 9:00 am-4:30 pm

Also available on request; can be delivered regionally.

## Identification of Maltreated Children

Course number: J9033

This two-day workshop provides skills in the identification of possible victims of child abuse or neglect. Participants will learn to identify significant indicators of potential maltreatment including parental attitudes and physical, emotional, and behavioural signs of maltreated children. Methods of referring suspected cases of abuse/neglect to Child Protective Services are explored.

### For Whom

The workshop is aimed at non-Child Protective Services professionals who come in contact with families: social workers in Income Support; Day Care consultants; and Child Care Counsellors (12-20 participants per offering of workshop).

### When Offered

Oct. 11-12, 1990 (Edmonton)

Nov. 20-21, 1990 (Calgary)

Mar. 19-20, 1991 (Calgary)

**Time:** 9:00 am-4:30 pm

Also available on request; can be delivered regionally.

## Individual Program Planning

Course number: J9036

This 2-day course will review a generic process for developing an individualized program plan. The planning process to be reviewed will cover assessment, design, implementation, and evaluation. The attitudes towards the value of planning treatment and the value of involving the client and family in the planning will be discussed. Participants will examine attitudes and demonstrate skills in the context of the "agency" program (and treatment planning process).

### For Whom:

This course is applicable for Child Care Counsellors. Participants should have prior knowledge of human development, behavioral change techniques, systems theory, and the philosophy and program of their work centre. This is an advanced workshop. (12-20 participants per course)

### When Offered

Apr. 17-18, 1991 (High Prairie)

**Time:** 9:00 am-4:30 pm

Also available on request; can be delivered regionally.

## Interviewing Children

Course number: Y9023

This course package is designed to assist a skilled Child Protection worker, a consultant or a casework supervisor to deliver a half-day workshop on interviewing children at the worksite.

For course description, see section on SD Courses: Alternate Delivery Programs.

## Investigation and Case Management of Child Sexual Abuse

Course number: J9039

This five-day, two-part course is designed to complement Child Protective Services Training and focuses on several aspects of child sexual abuse. These include an overview of the context of abuse, investigative skills and the investigative process, treatment issues, the use of videotaping for disclosure interviews, the use of anatomically correct dolls, and a multi-disciplinary approach to child sexual abuse. A police officer and a Crown Prosecutor will assist caseworkers to understand and make effective use of the judicial system, and to learn how to maximize their working relationship with each discipline (i.e. Crown and police).

### For Whom

Child Welfare workers and supervisors who have not had previous training in dealing with child sexual abuse (12-20 participants per course).

### When Offered

- (1) Oct. 16-18 (2) Dec. 5-6, 1990  
(Lethbridge)
- (1) Oct. 30 - Nov. 1, 1990 (2) Nov. 27-28, 1990  
(Edmonton)
- (1) Mar. 6-8 (2) Apr. 4-5, 1991  
(Edmonton)
- (1) Apr. 30 - May 2 (2) Jun. 11-12, 1991  
(Slave Lake)
- (1) May 28-30 (2) Jun. 25-26, 1991  
(Calgary)

**Time:** 9:00 am-4:30 pm

Also available on request; can be delivered regionally.



## **Management of Children's Behaviour**

Course number: J9041

This two-day workshop is designed to teach helping professionals pro-active, collaborative child management techniques. The theories of Dreikurs, Gordon, Dinkmeyer, and Ireland will provide the basis for participants to learn how to manage children's behaviour in a manner which maintains rapport and mutual respect. This program focuses on behaviour management problems that are more individual in etiology.

### **For Whom**

This course is for Child Care Counsellors; however, on request, it may be adapted to other helping professionals who work with children (12-20 participants per course).

### **When Offered**

Feb. 6-7, 1991 (Ft. McMurray)

**Time:** 9:00 am-4:30 pm

Also available on request; can be delivered regionally.

## **Management of Groups**

Course number: J9044

This two-day workshop is designed to teach helping professionals the concepts of systems theory as it relates to the understanding and management of a given client group. Participants will recognize the need for therapeutic intervention at the group level and develop an awareness of the client group as a resource as opposed to a liability. Emphasis will be placed on group assessment skills and the concepts of positive peer culture in order to enhance group functioning and to de-escalate group dysfunction or contagion. Participants will also develop an awareness of the skills required to lead daily management and problem-oriented groups.

### **For Whom**

This course is for Child Care Counsellors; however, on request, it may be adapted to other helping professionals who work with children (12-20 participants per course).

### **When Offered**

Also available on request; can be delivered regionally.

**Time:** 9:00 am-4:30 pm

## **Nurturing Self-Esteem in Children**

Course number: J9047

This two-day workshop examines the attitudes, values, and feelings of helping professionals and their impact on a child's personal development. Participants will learn how to accept, support, encourage, guide, and discipline children, give and receive affection, enable children to be responsible and independent, and help children accept themselves. Participants should come prepared to be involved in self-examination of their own attitudes, value systems, and expression of emotions. Participants will become more aware of their own level of personal self-esteem and how it affects them in their work with children.

### **For Whom**

This course is for Child Care Counsellors; however, on request, it may be adapted to other helping professionals who work with children (12-20 participants per course).

### **When Offered**

Mar. 13-14, 1991 (Ft. McMurray)

Apr. 25-26, 1991 (Lac La Biche)

Also available on request; can be delivered regionally.

## Observing, Recording, and Reporting

Course number: J9050

This two-day workshop introduces helping professionals to the fundamental skills of observing, recording, and reporting behaviour. Various recording procedures such as frequency counts and time-interval recording will be discussed. Also, characteristics of effective reports and the use of specific recording forms will be outlined. This program aims to increase participant's awareness of their own subjective interpretations and personal biases when observing and recording behaviour. It is primarily for staff working with clients in an institutional setting.

### For Whom

This course is for Child Care Counsellors; however, on request, it may be adapted to other helping professionals who work with children (12-20 participants per course).

### When Offered

Sep. 26-27, 1990 (High Prairie)  
Mar. 6-7, 1991 (St. Paul)

**Time:** 9:00 am-4:30 pm

Also available on request; can be delivered regionally.

## Social Learning Theory

Course number: J9053

This two-day workshop is designed to teach helping professionals social learning theory. Such principles as reinforcement, modelling, shaping, and punishment will prepare participants to apply this theory on the job. Emphasis will be placed on learning skills required to implement individual program plans. Historical influences and relevant theories will also be highlighted.

### For Whom

This course is for Child Care Counsellors; however, on request, it may be adapted to other helping professionals who work with children (12-20 participants per course).

### When Offered

Feb. 27-28, 1991 (High Prairie)

**Time:** 9:00 am-4:30 pm

Also available on request; can be delivered regionally.

## Strategies in High Risk Situations

Course number: J9056

In this three-day workshop with a follow-up day, four stages of child management (prevention, de-escalation of high risk situation, non-abusive restraint, and self defense) are explored. Alternatives to physical restraint and awareness of non-verbal messages and their effect are emphasized. Topics include: relevant government policy, evaluation of milieu, reasons for acting out behaviour and appropriate intervention strategies, non-abusive restraint and escort techniques, and non-abusive escape and defense techniques. Participants are given opportunities to practice the demonstrated techniques. Participants must wear clothing appropriate for physical activity.

### For Whom

This course is for Child Care Counsellors (12-20 participants per course).

### When Offered

- (1) Sep. 12-14 (2) Oct. 17, 1990  
(Edmonton)
- (1) Oct. 24-26 (2) Dec. 4, 1990  
(High Prairie)
- (1) Feb. 20-22 (2) Mar. 20, 1991  
(Edmonton)

**Time:** 9:00 am-4:30 pm



Also available upon request; can be delivered regionally.

## **Substance Abuse/Addictions**

Course number: J9060

This two-day training session is provided by AADAC staff through their regional and local offices. AADAC operates from the general principle that the person, and not the substance, is the most important element in drug use and drug problems. While recognizing the validity and necessity of supply reduction strategies, AADAC's approach to the prevention and treatment of drug and substance abuse problems primarily aims at reducing people's demand for substances through developing individual competence and creating healthy environments. AADAC has designed workshops to assist Family and Social Services helping professionals in the identification and referral process of clients who are drug/alcohol/substance abusers. Topics covered can include a framework for understanding drugs, theories of transition, recognition and assessment, intervention and motivation, treatment approach, and collaboration.

### **For Whom**

Family and Social Services helping professionals. (Maximum of 20 participants per session.)

### **When Offered**

Sep. 18-19, 1990 (Grande Prairie)  
Oct. 2-3, 1990 (St. Paul)  
Nov. 15-16, 1990 (Edmonton)  
Jun. 22-23, 1991 (Calgary)  
Mar. 25-26, 1991 (Edmonton)

**Time:** 9:00 am-4:30 pm

## **Suicide Prevention (CPS)**

Course number: J9063

This three-day workshop, designed for workers who deal with potentially suicidal clients, teaches

skills in information gathering, risk assessment, crisis intervention, and case planning. Individuals will examine their own personal attitudes towards death, suicide, and helping a client at risk, and will identify Department guidelines and legislation regarding appropriate ways of dealing with the suicidal client. Special attention will be given to children, adolescents and Natives as client groups. Videos specific to Child Welfare in the Department are used to demonstrate and practice risk assessment.

### **For Whom**

Child Welfare Workers; institutional workers; casework supervisors and Child Welfare consultants (12-20 participants per workshop).

### **When Offered**

Oct. 17-19, 1990 (Edmonton)  
Nov. 26-28, 1990 (Calgary)  
Jan. 15-17, 1991 (High Prairie)  
Jan. 23-25, 1991 (Edmonton)  
Feb. 26-28, 1991 (Two Hills)  
Mar. 12-14, 1991 (Calgary)  
Apr. 10-12, 1991 (Edmonton)  
May 7-9, 1991 (Ft. McMurray)  
Jun. 11-13, 1991 (Lethbridge)

**Time:** 9:00 am-4:30 pm

Also available on request; can be delivered regionally.

## **Suicide Prevention Training: Group Facilitator's Guide**

Course number: Y9066

This half-day training program and group facilitator's guide are intended for use by qualified group leaders who wish to conduct on-site training for social workers in suicide prevention.

For program description move to section on SD Courses: Alternate Delivery Programs.

## **Task Centered Casework**

Course number: J9069

This 2-day workshop with a follow-up day introduces a short term, problem solving model of casework. By the end of the initial session, participants will be able to select target problems, tasks, and goals, and write a realistic and specific contract in collaboration with a client. During the third day, one month later, participants will demonstrate how they were able to apply the Task Centered Casework model to an actual case on their current caseload.

### **For Whom**

This course is primarily for Employment Client Support Services workers. It is recommended that participants attend Understanding the Helping Relationship prior to registering in this course. Participants must register for the entire course including follow up day.

### **When Offered**

- (1) Sep. 27-28 (2) Oct. 26, 1990  
(Ft. McMurray)
- (1) Nov. 14-15 (2) Dec. 12, 1990  
(Edmonton)
- (1) Feb. 20-21 (2) Mar. 29, 1991  
(Calgary)
- (1) Apr. 16-17 (2) May 22, 1991  
(Two Hills)

**Time:** 9:00 am-4:30 pm

Also available on request; can be delivered regionally.

## **Teaching Living Skills**

Course number: J9071

This two-day course is designed to train helping professionals in methods of teaching living skills to clients with skill deficits. This workshop describes the processes of learning, writing of behavioural objectives, developing content and support

knowledge, and the writing of formal lesson plans to correct skill deficits. Participants have an opportunity to practice teaching the finished modules.

### **For Whom**

This course is for Child Care Counsellors; however, on request, it may be adapted to other helping professionals who work with children (12-20 participants per course).

### **When Offered**

Oct. 10-11, 1990 (Lac La Biche)

Available on request; can be delivered regionally.

## **The Therapeutic Environment**

Course number: J9074

In this two day workshop participants will learn the concepts of the therapeutic milieu as described by Redl and examine how these are applied within their agency. They will learn how to develop and use a relationship to create behavior change in their clients. Participants will apply the various teaching formats available in the milieu to impact clients. The concepts and skills learned will be presented within the context of the participant's work centre philosophy. Skill development will be facilitated by an examination of participant attitudes and self-assessment.

### **For Whom**

This workshop is appropriate for beginning Child Care Counsellors. The course can be adapted for other individuals working in residential settings. (12-20 participants per course.)

### **When Offered**

Nov. 21-22, 1990 (High Prairie)

**Time:** 9:00 am-4:30 pm

Also available on request; can be delivered regionally.



## Understanding and Managing the Helping Relationship

Course number: J9077

This introductory two-day course provides participants with the knowledge, skills, and practice required to understand, initiate, and successfully maintain a helping relationship. Topics include: understanding the role of the worker in the client/system interaction; understanding the nature of helping; engaging the client in the helping process; developing rapport with reluctant/resistant/hostile clients; and encouraging and enabling the client to fully participate in the helping relationship.

### For Whom

This course is appropriate for Employment Client Support Services workers and all professionals engaged in a direct helping relationship with clients.

### When Offered

Sep. 4-5, 1990 (Ft. McMurray)  
Sep. 11-12, 1990 (Lethbridge)  
Sep. 25-26, 1990 (High Prairie)  
Oct. 11-12, 1990 (Calgary)  
Oct. 15-16, 1990 (Edmonton)  
Oct. 23-24, 1990 (Two Hills)

**Time:** 9:00 am-4:30 pm

Also available on request; can be delivered regionally or at worksites.

## Understanding Wife Abuse

Course number: J9080

This one-day course is designed to teach helping professionals the dynamics of wife abuse, effective intervention strategies, and the effects that living with violence has on all family members. At the end of this workshop, participants will be able to:

- define wife abuse;

- identify the dynamics of wife abuse: contributing factors, abusive patterns, effects on women and children; and
- identify their own feelings, attitudes and beliefs about wife abuse;
- given a case study, choose intervention strategies, resources, and appropriate referrals.

### For Whom

Child Protection, Social Allowance, Family Relations, Family Court, Native Workers, and all helping professionals whose work includes contact with families in which wife abuse is occurring or has occurred.

### When Offered

Oct. 10, 1990 (Edmonton)  
Nov. 6, 1990 (Calgary)  
Dec. 12, 1990 (High Prairie)  
Apr. 16, 1990 (Calgary)  
May 3, 1991 (Edmonton)

**Time:** 9:00 am-4:30 pm

Also available on request; can be delivered regionally.

## Working With Sexually Abused Children

Course number: J9083

This two-day workshop examines factual information and personal attitudes about sex, sexuality, and sexual abuse. Participants will be able to distinguish myths from facts, recognize signs of child sexual abuse, and understand the effects of sexual abuse on the child's behaviour. As well, therapeutic strategies for coping with behaviours of child sexual abuse victims will be presented.

### For Whom

This course is for Child Care Counsellors; however, on request, it may be adapted to other

helping professionals who work with children  
(12-20 participants per course).

**When Offered**

Sep. 18-19, 1990 (Edmonton)  
Nov. 14-15, 1990 (Ft. McMurray)  
Jan. 15-16, 1991 (Medicine Hat)  
Jan. 30-31, 1991 (Lac La Biche)  
Mar. 26-27, 1991 (Calgary)

**Time:** 9:00 am-4:30 pm

Also available on request; can be delivered regionally.

## Native Awareness

### Child Welfare Casework With Native People

(formerly called Working with Native People and Communities)

Course number: M9020

This three-day program focuses on providing Departmental Child Welfare Staff with basic information needed to work with Native people both in and out of their communities. The program develops an increased awareness and understanding of Native peoples' history, culture, values, attitudes, issues, and concerns. Through the use of case examples, problem analysis, group process, and audio-visual resources, the course examines; the impact of the role of the Child Welfare Worker upon Native people; case planning and decision-making; intervention strategies; service delivery modes; and referral sources. The role of Alberta Family and Social Services and its impact on Native people will be explored through films and case studies presented by instructors familiar with Native cultures and practitioners skilled in social work within Native settings.

**For Whom**

Child Welfare staff who provide services to Native people and those who practice in Native communities (15-25 participants per workshop). Note: Staff who have taken the course previously titled "Working With Native People and Communities" should not attend.

**When Offered**

\*Formerly a 4-day course - now condensed to 3 days.

Oct. 3-5, 1990 (High Prairie)  
Nov. 7-9, 1990 (Two Hills)  
Dec. 12-14, 1990 (Edmonton)  
Feb. 20-22, 1991 (Ft. McMurray)  
Apr. 24-26, 1991 (Edmonton)  
Jun. 5-7, 1991 (Calgary)

**Time:** 9:00 am-4:30 pm

Also available on request; can be delivered regionally.

## Understanding Native Communities

Course number: M9080

This two-day program aims to develop an increased awareness and understanding of Native peoples' history, culture, values, and family/kinship system. Emphasis is given to Native communities within Alberta. Issues and concerns regarding appropriate service delivery to Native communities will be discussed during the final half-day of the workshop.

**For Whom**

Departmental staff who are not involved in Child Welfare service delivery but who come in contact with Native people through their work. Staff who have taken the PAO Cross-Cultural Awareness Program should not attend this course (15-25 participants per offering of workshop).

**When Offered**

Nov. 7-8, 1990 (Grande Prairie)  
Dec. 11-12, 1990 (Two Hills)



Feb. 12-13, 1991 (Lethbridge)  
May 23-24, 1991 (Edmonton)

**Time:** 9:00 am-4:30 pm

Also available on request; can be delivered regionally.

## Office Administration

### DRM 1 - Introduction To Records Management Systems

Course number: P9101

This two-day course, the first of a three-part series, will introduce Records Management to the participants. There will be a number of exercises and group workshops throughout the 2 days that will include identification of administrative and operational files and classifying documents. Topics include the organization and objectives of the records management program, how the Departmental File Classification System operates, Records Classification operations, using the Records Management Manual, and identifying suitable types of records equipment and supplies.

#### For Whom

Secretaries, records office staff and supervisors, and staff involved in the development and maintenance of filing systems (maximum of 20 participants). Participants are asked to read Chapters 7 and 9 of the Records Management Manual, Volume 1, and bring Volume 2 of the Records Management Manual. A certificate will be issued upon successful completion of the DRM 1, 2, and 3 series.

#### When Offered

Sep. 12-13, 1990 (Edmonton)  
Oct. 23-24, 1990 (Calgary)  
Jan. 9-10, 1991 (Edmonton)

**Time:** 9:00 am-4:00 pm

This course is available to the Regions, on request, if numbers warrant (i.e. 8-20 participants).

### DRM 2 - Records Systems Improvements

Course number: P9201

In this two-day course the second of a three-part series participants will learn how to take an existing filing system and convert it to the Departmental File Classification System. Topics include records improvement methods and conversion methodology, the steps in developing a records system, the inventory process for conversion, converting records from a local system to the Departmental File Classification System, designing a records retrieval mechanism, establishing maintenance procedures, documenting records procedures in a manual, and evaluating the new system.

#### For Whom

Secretaries, records office staff and supervisors, and staff involved in the development and maintenance of filing systems (maximum of 20 participants). Completion of the DRM 1 course is a pre-requisite. Participants are asked to read Chapters, 6,8,9, and 14 of the Records Management Manual, Volume 1, and to bring Volume 2 of the Records Management Manual. A certificate will be issued upon successful completion of the DRM 1, 2, and 3 series.

#### When Offered

Oct. 10-11, 1990 (Edmonton)  
Nov. 20-21, 1990 (Calgary)  
Feb. 12-13, 1991 (Edmonton)

**Time:** 9:00 am-4:00 pm

This course is available to the Regions, on request, if numbers warrant (ie. 8-20 participants).



## **DRM 3 - Records Disposition**

Course number: P9301

This two-day course (one-day version for Headquarters due to processes involved in the regional system) the third of a three-part series focuses on the records scheduling and disposition process. A review of inventory techniques and the records life cycle, critical in the disposition process, will be included. There will be a workshop involving the completion of the Public Records Transfer form (PWSS 0121 and 0123) and the Reference Request form (PWSS 3103). Topics include requesting the disposition of converted and unconverted records, implementing approved Requests for Records Disposition Authorities, disposing of non-record material, and utilizing the service of the Alberta Records Centre and the Provincial Archives of Alberta.

### **For Whom**

Secretaries, records office staff and supervisors, and staff involved in the development and maintenance of filing systems (maximum of 20 participants). Completion of the DRM 2 course is a prerequisite. Required readings are Chapters 8 and 9 of the Records Management Manual, Volume 1. A certificate will be issued upon successful completion of the DRM 1, 2, and 3 series.

### **When Offered**

Nov. 7-8, 1990 (Edmonton)  
Dec. 11-12, 1990 (Calgary)  
Mar. 6-7, 1991 (Edmonton)

**Time:** 9:00 am-4:00 pm

This course is available to the Regions, on request, if numbers warrant (ie: 8-20 participants).

## **DRM 10 - Introduction To Forms Management**

Course number: P9010

This one-day course focuses on the effective use of Forms Services to create or improve forms. The cost benefit of forms will also be discussed. Topics include how Forms Services can be used to improve efficiency and effectiveness, identifying forms problems and needs without creating more paperwork, initiating new forms and forms revisions, and obtaining existing forms.

### **For Whom**

Staff performing or supervising the acquisition process of forms (maximum of 15 participants). A certificate will be issued upon successful completion of the course.

### **When Offered**

Jan. 22, 1991 (Edmonton)  
Mar. 19, 1991 (Calgary)

**Time:** 9:00 am-4:00 pm

This course is available to the Regions, on request if numbers warrant (i.e. 8-20 participants).

## **DRM 11 - Client Records Management**

Course number: P9011

This two-day course focuses on appropriate filing systems, and equipment and supplies applicable to client records. Client records specifically discussed include Child Welfare, Income Support, and Family Relations; however, the general principles can be applied to other client records systems. Specific topics covered include Client Index, Client File standards and the inventory disposition of client records according to PRC authorities. As well, the objectives of the Records Management Program, the purpose and benefits of client file standard, maintaining client records systems and transferring active files between

offices, inventorying and disposing of client records in accordance with approved PRC authorities, and the process for secure handling of records, will be presented.

**For Whom**

Records office staff, supervisors and social workers. Required readings for the course are Chapters 14, 15, and 17 of the Records Management Manual, Volume 1. A certificate will be issued upon successful completion of the course (maximum of 15 participants per course).

**When Offered**

Sep. 19-20, 1990 (Calgary)  
Oct. 17-18, 1990 (Edmonton)  
Mar. 20-21, 1991 (Calgary)  
Apr. 17-18, 1991 (Edmonton)

**Time:** 9:00 am-4:00 pm

This course is available to the Regions, on request if numbers warrant (i.e. 8-20 participants).

## **Interpersonal and Organizational Skills for Clerical and Secretarial Staff**

Course number: P9020

This three-day course provides secretarial/clerical staff with an opportunity to develop their interpersonal and administrative skills. The program will enable participants to assess the impact of their leadership skills on the organization, formulate a personal plan for strengthening existing skills, employ both logical and creative problem solving techniques in typical decision-making situations on the job, identify the means to positive communication and effective conflict resolution methods, identify strategies for time management, and develop strategies to deal with stress.

**For Whom**

Secretarial and Clerical staff (15-20 participants per offering of workshop).

**When Offered**

Dec. 10-12, 1990 (Edmonton)  
Jan. 29-31, 1991 (Calgary)  
Feb. 5-7, 1991 (High Prairie)  
Feb. 20-22, 1991 (Edmonton)  
Apr. 10-12, 1991 (Edmonton)

**Time:** 9:00 am - 4:30 pm

Also available on request; may be delivered regionally.

## **Making Manuals Effective**

Course number: P9050

The purpose of this course is to familiarize staff with Department manual standards. Participants will learn to select and write in an appropriate style for any given subject, and use language simplification to reduce lengthy subjects and make them more understandable. Also covered are subject index preparation and construction plan development for the creation or upgrading of a manual. Participants will be able to estimate development time for creating a manual and preparing a production schedule.

**For Whom**

Staff involved in writing manuals or the administration of manuals. Participants should be familiar with the Manuals and Directives Management manual. (maximum of 10 participants per course)

**When Offered**

This course is available, on request, if numbers warrant.

## **Word Processing Self-Study**

Course number: Y9073

This self-help program is designed to teach the participant skills on the IBM 5520 Administrative (word processing) System.



For course description, see section on SD Courses: Alternate Delivery Programs.

## Communication Skills

### Consultation Skills Training

Course number: S9005

This four-day course focuses on the roles of the consultant, the consulting relationship (ie. individual or group), and consulting skills. Participants will experience the consultation process and practice each of the consultation steps. Emphasis will be on group work and team activities, self-examination, feedback, planning, and discussions. Lecturettes and workbook exercises will be included. There is some evening homework. Participants **MUST** attend all 4 days of the workshop.

#### For Whom

Individuals whose work involves a consulting function within Social Services or with non-government clients/groups.

#### When Offered

Jan. 28-31, 1991 (Edmonton)

Apr. 23-26, 1991 (Calgary)

**Time:** 9:00 am-4:30 pm

Also available on request; can be delivered regionally.

### Effective Training Techniques: The Facilitative Training Approach

Course number: S9007

This course is designed for staff who deliver training. The course emphasizes facilitating the active involvement of workshop participants in a learning process rather than the platform skills of

the instructor. The course is conducted in a way that models the very techniques that it is teaching.

Though the course content can be tailored to the specific needs of the participants, subjects generally covered will include:

- applying principles of adult learning and the participative style of training;
- selection and use of a variety of training methods;
- using instructional aids and media effectively;
- recognizing sound training objectives;
- training demonstrations (group practice);
- handling problem situations;
- creating an appropriate training environment;
- receiving and giving constructive feedback.

#### For Whom

Staff whose job responsibilities require them to conduct workshops for other Departmental employees or clients. Where the course is conducted for a specific group of staff, course content can be adjusted to fit the particular needs of that group.

#### When Offered

Oct. 2-3, 1990 (Edmonton)

Also available on request; can be delivered regionally (10-20 participants per workshop). The course can be designed to run two or three days depending on the needs of the participant group.

## Interpersonal Communication

Course number: S9010

This two-day course is designed to enhance an individual's interpersonal communication skills.



Individuals will demonstrate competence in attending behaviour, active listening, the use of open and closed questions, paraphrasing, reflection of feelings, behaviour description, giving and receiving feedback, and sending clear, concise messages. These skills will be applied in a conflict and negative feedback situation. Various interpersonal styles will be discussed.

**For Whom**

This course is applicable to any staff member who desires to improve his/her communication skills. However, it is important to note similar material is covered in *Serving the Public Effectively* and *Understanding the Helping Relationship*.

**When Offered**

Nov. 27-28, 1990 (Edmonton)  
Mar. 4-5, 1991 (Edmonton)  
Mar. 12-13, 1991 (Lethbridge)  
Apr. 3-4, 1991 (Calgary)

**Time:** 9:00 am-4:30 pm

Also available on request; can be delivered regionally.

## Media Maze

Course number: S9063

This one-day workshop will prepare Departmental officials to comfortably handle interviews with the media. Discussion will include the roles and responsibilities of the media and the Departmental representative in an interview, relevant departmental guidelines, and tips on dealing with the media in an interview situation. Individuals will participate in a mock, televised interview in which they will practice the skills they have learned. The presenters will provide ample feedback to participants.

**For Whom**

Departmental officials who have contact with the media (maximum of 8 participants per workshop).

**When Offered**

Available on request; can be delivered regionally. Interested staff should consult with a Regional Community Relations Officer or Doug Shepherd, South Region, before applying.

## Presentation Excellence (Basic)

Course number: S9067

This two-day course is intended to help staff develop skills in effectively presenting ideas to a group. Topics include audience analysis, definition of purpose, presentation structure, verbal and non-verbal communication skills, question and answer sessions, visual aids, and success orientation. The content of this course can be adapted to meet the needs of specific participant groups. Participants will be expected to make a brief presentation.

**For Whom**

Staff who need to make presentations at meetings or other large gatherings. No formal training or experience is required (maximum of 14 participants).

**When Offered**

Nov. 7-8, 1990 (Calgary)  
Nov. 29-30, 1990 (Edmonton)  
May 1-2, 1991 (Edmonton)

**Time:** 9:00 am-4:30 pm

## Professional Telephone Techniques for Family and Social Services

Course number: S9069

This full-day workshop has been tailored for the Department of Family and Social Services and is designed to help participants develop effective telephone communication skills to better serve our clients, and to increase knowledge of the R.I.T.E. system. Topics include dealing with irate callers, transferring calls, taking messages, dealing with

barriers to effective telephone communications, and screening calls, as well as techniques to create a more professional image on the telephone. A major topic of discussion is the R.I.T.E. network - why we have it and how to use it with a minimum of frustration and major cost savings to the Department.

#### **For Whom**

This workshop can be of benefit to all department clerical staff and can be tailored to meet the needs of specific participant groups (i.e. managers, professionals) (12-20 participants per workshop). Note: some of the material in this workshop is also covered in *Serving the Public Effectively*.

#### **When Offered**

Oct. 30, 1990 (Edmonton)  
Feb. 26, 1991 (Calgary)  
Apr. 29, 1991 (Edmonton)  
May 14, 1991 (Lethbridge)

Full day workshop also delivered on-site: available on request. Contact Staff Development at 427-5949.

## **Serving the Public Effectively**

Course number: S9085

In the Department of Family and Social Services, providing direct service to the public on the front lines is a key role for many staff, especially in the district offices. Constantly engaging and communicating effectively with clients who may be distressed can create considerable pressure on the employee, who must maintain a sense of personal balance while dealing with clients' needs.

This three-day course will provide perspectives and skills for handling occasions in which stress and conflicts often seem inevitable because of the situations in which clients find themselves.

Topics include:

- determining what serving the public means,

- knowing the rights of clients and Departmental staff,
- understanding client behaviour,
- managing conflict situations,
- problem solving,
- handling complaints,
- interpersonal communication skills,
- making effective use of the telephone in serving clients, and
- developing a supportive work environment.

#### **For Whom**

This course is intended primarily for Department staff who are not involved in in-depth casework roles, but who do have ongoing face-to-face and telephone contacts with clients of the Department, e.g., clerks and Income Support intake workers in district offices. Please note similar material is covered in *Interpersonal Communication* and *Understanding the Helping Relationship*.

#### **When Offered**

Oct. 10-12, 1990 (Edmonton)  
Oct. 30 - Nov. 1, 1990 (Calgary)  
Nov. 14-16, 1990 (High Prairie)  
Jan. 22-24, 1991 (Edmonton)  
Mar. 19-21, 1991 (Two Hills)  
Apr. 16-18, 1991 (Lethbridge)  
May 14-16, 1991 (Calgary)  
May 22-24, 1991 (Edmonton)

**Time:** 9:00 am-4:30 pm

Also available on request; can be delivered regionally.



## Training on the Job

Course number: S9090

This workshop is designed for anyone who must teach a job skill on a one-to-one basis. The course is learner-oriented and highly interactive, with the opportunity to apply and practice the skills presented.

Content will include:

- breaking a job down into its various tasks.
- determining outcomes for training on specific tasks.
- deciding on what is the best learning sequence.
- deciding what steps demand in-depth practice.
- developing methods for planning, preparing, telling and showing, and coaching (focused on one-on-one instruction).
- developing control documents to track progress of on-the-job training.
- ensuring results occur from the instruction.

### For Whom

This workshop is especially relevant for supervisors who must provide orientation and training to new staff and ongoing coaching of all staff on changes in policies, programs and practices. The course would also assist "program" consultants who provide support to front line service delivery staff.

### When Offered

Nov. 20-21, 1990 (Edmonton)

Also available on request; may be delivered regionally.

## Writing for the Minister

Course number: S9095

This one-day course is designed to assist Department staff who are required to respond to correspondence received by the Minister. The course is designed to make Department staff more aware of the role and viewpoint of the Minister. The Minister's Bring Forward (MBF) System is described, as are the roles of various ministerial and departmental staff. Key elements of effective writing are briefly covered, and participants will have an opportunity to practise drafting responses.

### For Whom

Any Departmental employee who may be required to develop a response to an MBF.

### When Offered

This course will be offered on request, given sufficient numbers. It is based on the manual, *Writing for the Minister: A Manual for Departmental Staff*. The manual can be used independently from the workshop. To request training or copies of the manual, contact Staff Development at 427-5949.

## Writing For Results Workshop

(formerly called "Report Writing")

Course number: S9075

A two-day workshop about how to write shorter, punchier documents with reader appeal. Includes planning, groundwork thinking, overcoming procrastination, faster first drafts, and specific techniques to produce clear and easy-to-read documents that get results.

### For Whom

Appropriate for supervisors or front-line employees who write reports, correspondence, proposals, newsletters, or training materials. (10-15 participants per workshop)



**Prerequisite:** basic ability to write in English, but no need to remember grammar or be good at spelling.

**When Offered**

Sep. 18-19, 1990 (Lac La Biche)

Oct. 22-23, 1990 (Edmonton)

Mar. 5-6, 1991 (Calgary)

May 29-30, 1991 (Edmonton)

**Time:** 9:00 am-4:30 pm

Also available on request; may be delivered regionally.

## Special Programs

### Human Rights - Employer's Workshop

Course number: V9010

This one-day program, presented by members of the Human Rights Commission, will enable participants to examine human rights issues as they affect the employer. Through film, group discussion, and exercises on specific topics, participants will gain a better understanding of their rights and responsibilities in dealing with situations which involve human rights. Specific areas include the employer's rights, provisions of the Individual's Rights Protection Act, relationship between the Charter of Rights and the Individual's Rights Protection Act, the process of investigating complaints, dealing with physical disabilities, interviews and application forms, and sexual harassment.

**For Whom**

Managers and supervisors who require an introduction to human rights issues to assist them in their current work, or for their career development.

**When Offered**

Seminars can be arranged if demand warrants; requests can be made through RSDCs or regional

personnel officers, or through Staff Development for Headquarters staff.

## Alternate Delivery and Self-Instructional Programs

The Staff Development Resource Centre lists a number of self-instructional kits in its Resource Catalogue along with the video cassettes, films, and audio cassettes, held by Staff Development. These resources are intended for use by staff in the Department of Family and Social Services.

All resources are available for viewing within the Staff Development Resource Centre, individually or in small groups of people. In order to ensure availability, it is recommended that you reserve both the learning resource and the Resource Centre at least one week in advance.

The Resource Centre is located on the 10th Floor, Centre West Building, 10035 - 108 Street in Edmonton, and is open between 8:15 am and 4:30 pm, Monday through Friday.

Arrangements may also be made to preview resources at the worksite. Materials are available for a one week period.

Interested parties should contact the Staff Development Resource Centre at 427-5949 (ask for Linda Desaulniers).

### Advanced Executive Leadership Skills

Course number: Y9001

A program to enhance and expand the executive interpersonal skills that are crucial to managerial effectiveness. Included in the kit are 2 audio cassettes, 1 workbook, 1 diary, and 1 answer key (Learning International).

## **The Art of Negotiating**

Course number: Y9003

Negotiating is studied and aspects such as Metatalk and How to Read a Person Like a Book are also examined. Kit consists of 7 text and 8 lesson cards. (Put together with various titles by Gerard I. Nierenberg)

## **Court in Session**

Course number: Y9009

This is an interactive video disc self-instructional training program. In providing protective services to children, court involvement may be part of a social worker's planned intervention. Appearing in court can be an unfamiliar and intimidating experience, especially for a new worker. This program focuses on the knowledge and skills required by a worker to prepare for court and to present a case in a child welfare hearing in accordance with the Child Welfare Act, regulations, policies and procedures, and the requirements of the court.

The program centres on a simulated child welfare case drawn from real cases and court experiences. The learner is required to assume the role of the caseworker and follow events through the decision to apply for a court order until the case is presented in a simulated court situation.

The utilization of video disc technology is an innovative approach in providing on-site self-study programs in Social Services. The blend of the computer, video and print materials provides an effective simulation of events and circumstances as well as modelling appropriate behaviours. The learner is allowed to control what, when and, to a degree, how the learning occurs.

This program was developed by Staff Development in conjunction with Child Protection Services, Regional staff, the Department of the Attorney General and the

Public Affairs Bureau. The collaboration by all those involved has facilitated the integration of Child Welfare policies and procedures, the requirements of the legal system and the realism of field practice into a "you are there" training package.

### **For Whom**

Social workers who appear in court.

**Requirements:** An interactive video disc system.

## **Defender/Challenger: Advanced Financial Decision Making System**

Course number: Y9011

A system to instruct non-specialists in the art and science of successful decision making. Included are 2 workbooks, 1 interest factors table, 1 solution and reference manual, and 4 paper software tablets. (Xerox Learning Systems)

## **Effective Reading: Speed Reading Self-Taught**

Course number: Y9013

Proven strategies and techniques to increase reading speed while enhancing comprehension. Included are 1 program book, 1 practice manual, and 4 audio cassettes. (Xerox Learning Systems)

## **Executive Delegation: Achieving Results Through People**

Course number: Y9015

A learning system and applications guide that provides techniques for planning, executing, and monitoring delegation. The kit includes 2 workbooks, 1 applications guide, 1 answer key, 1 worksheet, 1 calendar guide, and 1 audio cassette. (Learning International)



## **Fundamentals of Finance and Accounting for Non-Financial Executives**

Course number: Y9017

Some of the many topics covered are: accounting fundamentals, cost accounting, and the managerial finance and investment decisions. Kit consists of 10 audio cassettes and 1 seminar text. (AMR/Advanced Management Reports)

## **Help Yourself Time Management**

Course number: Y9019

A program to help people make better use of their time. Offers proven strategies to help executives conquer procrastination, plan, prioritize, and delegate. Kit includes 5 workbooks, 1 answer key, 3 activity tablets, and 1 audio cassette. (Xerox Learning Systems)

## **Interviewing Children**

Course number: Y9023

This course package is designed to assist a skilled Child Protection worker, a consultant or a casework supervisor to deliver a half-day workshop at the worksite. The workshop provides a review of basic interviewing skills; information on the particular needs of children in an interview situation; demonstrations of interviews with children at different ages; and an opportunity for participants to examine their own practise. The course package consists of a videotape, a Leader's Guide, and a sufficient number of the Participant's Guide which includes the pre-workshop reading.

### **For Whom**

This course is designed for Child Protection workers who wish to become more effective when interviewing children. (3-9 participants recommended per course)

### **How to Access**

Interested parties should contact Staff Development at 427-5949. Indicate the number of participants requiring the Participant's Guide. The workshop leader does not have to be an experienced trainer, but should have demonstrated skills in working with children.

## **Leading Meetings**

Course number: Y9025

A step-by-step guide to help executives master the skills to keep meetings on track, inspire creative thinking, and build teamwork among participants. Kit consists of 2 workbooks, 1 answer key/reference book, and 2 audio cassettes. (Learning International)

## **Manage Your Stress**

Course number: Y9027

This course will help participants to manage their stress by developing an understanding of the nature, cause and effects of stress and by learning self-regulating techniques for coping with stress. Included in this kit are: 1 stress profile, 1 participant's guide, 1 facilitator's guide, 7 audio cassettes, and 1 video cassette (1/2" or 3/4") (CRM/McGraw-Hill)

## **Managing Interpersonal Relationships**

Course number: Y9036

This package is designed to help us define and develop certain skills in interpersonal relationships. It will help us understand our impact on others so we can manage our relationships with them. Also, it will help us understand those whose styles are different from ours so that we can work productively with them rather than in conflict. Included in the kit are 1



study guide, 1 action plan guide, 1 program guide, and 3 audio cassettes (Wilson Learning Corporation).

### **Managing Management Time: The Greatest Management Story Ever Told**

Course number: Y9039

This program is an adaptation of an original line presentation by Bill Oncken, and contains over 12 hours of his world famous 2 day seminar "Managing Management Time." The content of this program delves deeply into the causes and effects of all facets of management and provides new techniques and concepts that can be applied at all levels of management. This is an 18 hour program and includes 10 audio tapes, 1 leader's guide, 1 student workbook and 1 transcript (William Oncken).

### **Negotiating Leverage: How To Get It, How To Use It, How To Keep It**

Course number: Y9044

The objectives of the series are to identify the characteristics of effective negotiators, identify the power and psychological sources of leverage, and methods for strengthening leverage in negotiations, examine alternative negotiating strategies for use under different levels of conflict and cooperation, provide practical skills for negotiations, and examine the application of negotiating strategies and skills in many types of interpersonal and inter-organizational negotiations. This kit consists of 16 audio cassettes and 1 program guide. (AMR/Advanced Management Reports)

### **Negotiating Self-Taught**

Course number: Y9047

An advanced system and field reference guide that teaches individuals how to become skilled negotiators. Included in the kit are: 2 workbooks, 1 applications guide, 1 answer key, 1 strategy worksheet, and 2 audio cassettes. (Learning International)

### **Presentation by Objective**

Course number: Y9056

A system that provides executives with a targeted approach to delivering presentations. Kit consists of 2 workbooks, 1 presentation book, and 2 audio cassettes. (Learning International)

### **Sharpening Your Letter Writing Skills**

Course number: Y9059

While everyone in business and the professions knows how to create a letter or memo, techniques can be learned to do an even better job. Included is 1 workbook and 1 audio cassette. (Dictaphone Corporation)

### **Suicide Prevention Training: Group Facilitator's Guide**

Course number: Y9066

This half-day training program and group facilitator's guide are intended for use by qualified group leaders who wish to conduct on-site training for social workers in suicide prevention. Using a video scenario involving a counsellor-client interaction, participants will be able to (1) identify a variety of warning signs or risk factors demonstrated by or associated with the client; and (2) make a risk assessment based on a

consideration of these signs. Using the mnemonic SAD CHILDREN PLAN, participants will be able to (1) indicate how risk factors included in the mnemonic (i.e. one for each letter) can be used to help identify a person at risk; and (2) complete a risk assessment on the client seen in the above-mentioned videotape. Participants will be able to identify and discuss the various intervention strategies/options available for use with clients at risk.

The group facilitator's guide will incorporate everything needed to prepare and deliver the training. Information concerning group process considerations, and setting up the training area, as well as lesson plans, handouts, background readings, and the videotape are included.

#### **For Whom**

Child Welfare Workers and others who come into contact with suicidal youth. The group facilitator must have completed the Department Suicide Prevention course or equivalent training.

#### **How to Access**

Interested parties should contact their Regional Staff Development Coordinator (RSDC).

#### **Specifications**

Video: Colour; 30 min.; VHS; 1/2 inch format.

### **Typing Tutor IV with Letter Invaders - Kit - 1987**

Course number: Y9070

An interactive keyboard instruction and skill development software program for the IBM PC (XT & AT), PS 2, PC Jr. and compatibles. This program automatically adjusts to your abilities and progress, creating custom-designed lessons for you. Learn at your own pace as "Time Response Monitoring" analyzes the results of each lesson and practice test. The program clearly exhibits your speed, accuracy, strengths, and weaknesses, and graphs your progress along the way. Included in the kit are both 3 1/2" and 5 1/4" diskettes and User's Guide. (Simon and Schuster Software)

### **Word Processing Self-Study**

Course number: Y9073

This program is designed to teach the participant skills on the IBM 5520 Administrative (word processing) System. Participants require good typing skills. The program consists of two courses: Basic and Advanced Operating Procedures, and Basic and Advanced (Data) File Management. The Operating Procedures course consists of 27 modules, including a review module, and covers all text functions. Files training is made up of 6 modules that cover basic and advanced data file management including instruction in multi-level sorting and record selection. Participants work independently from a self-study training guide, with assistance from experienced operators, when required. Participants must have access to an IBM 5520 terminal. Participants may book time at the Word Processing Centre, 6th Floor, Seventh Street Plaza, or work at their own worksite (if a terminal is available). A certificate is issued upon completion of advanced topics in each course.

**Basic Operating Procedures (10-20 hours estimated completion time)**

- document creation
- formatting
- minor revisions
- printing

**Advanced Operating Procedures (17-36 hours estimated completion time)**

- letters
- major revisions
- document building
- block functions
- document library functions



- replacing phrases
- page/line numbering
- paginate functions
- margin text
- indented projects
- alignment functions
- typestyle/keyboard change
- document distribution
- dictionary functions
- notes
- printers/devices

**Basic Files (10 hours estimated completion time)**

- overview of files
- basic file operations
- basic file creation

**Advanced Files (20-30 hours estimated completion time)**

- advanced file operations
- advanced file creation
- stored procedures

**For Whom**

Anyone having good typing skills.

**When Offered**

This course can be accessed directly by contacting Helen Dyksley, Headquarters Word Processing, 427-6092.

**Writing for the Minister: A Manual for Departmental Staff**

Course number: S9095

This book is designed to assist Department staff who are required to respond to correspondence received by the Minister. The course is designed to make Department staff more aware of the role and viewpoint of the Minister. The Minister's Bring Forward (MBF) System is described, as are the roles of various ministerial and departmental staff. Key elements of effective writing are briefly covered, and participants will have an opportunity to practise drafting responses. The manual is the basis for the course, Writing for the Minister.

**For Whom**

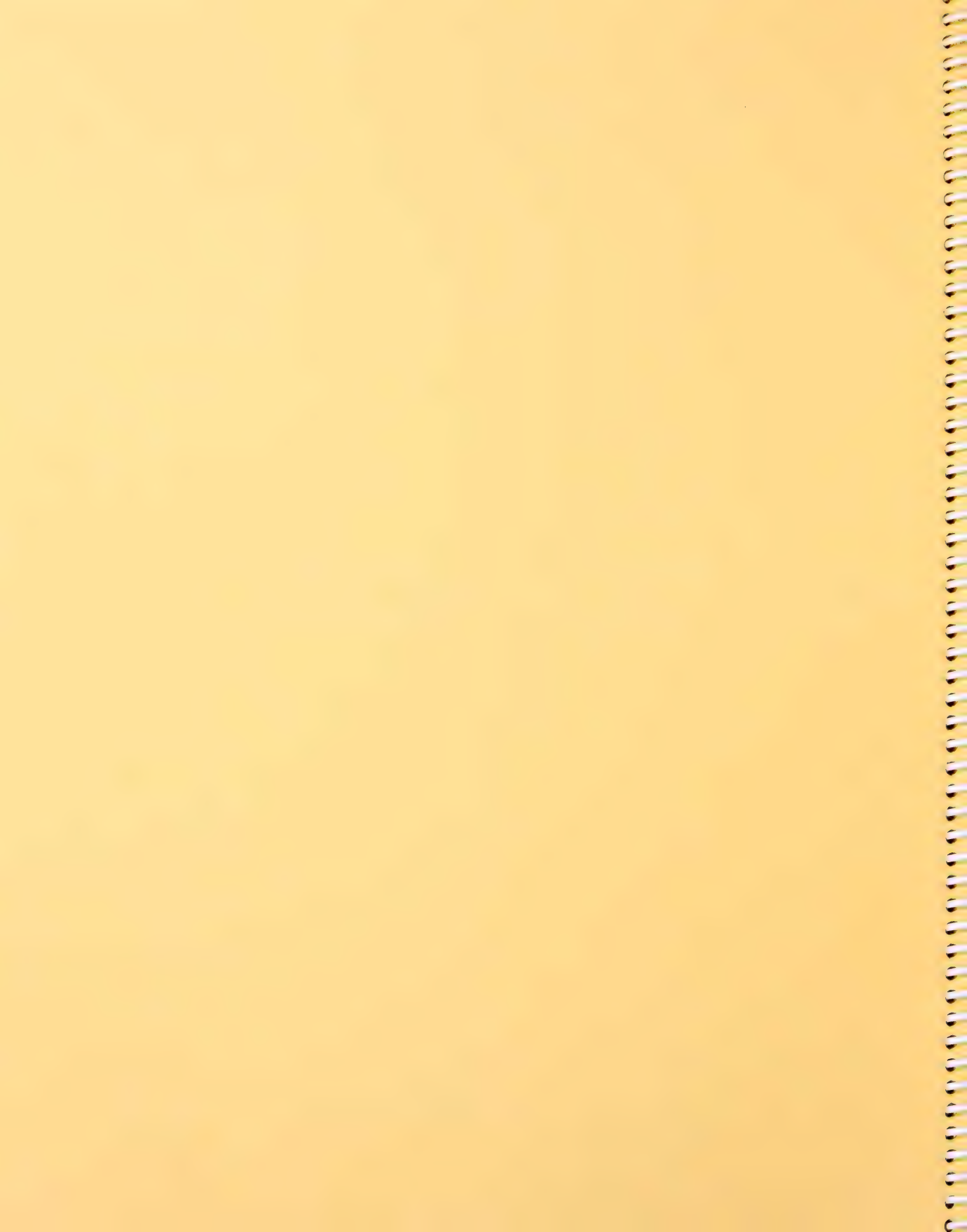
Any Departmental employee who may be required to develop a response to an MBF.

**Availability**

The manual can be used independently from the workshop. To request training or copies of the manual, contact Staff Development at 427-5949.



**Information Resource Services (IRS)  
Training**



## List of IRS Training Courses

These courses are for staff who must use certain Departmental applications/software in the performance of their job. Courses can be arranged to be held at IRS or where appropriate, at the local worksite.

All trainees must have approved access to the application/software they are being trained on. Trainees attending the following courses must, upon return to their worksite, be prepared to use the application/software daily for the first week and for at least two (2) hours per week thereafter in order to retain what they have learned.

All courses are available on request by contacting Theresa Lalonde, Manager, Training Services at 441-6743 (PROFS: SD920034/LALONT). All verbal requests must be followed up by a written request.

### PC Software Packages

- **DOS (modules 1 & 2)**.....55
  - module 1 [course no. I9122]
  - module 2 [course no. I9222]
- **Lotus 1-2-3** [course no. I9026] .....56
- **SmartSet Data Manager**  
(modules 1 & 2) .....56
  - module 1 [course no. I9104]
  - module 2 [course no. I9204]
- **SmartSet Spreadsheet**  
(modules 1 & 2) .....56, 57
  - module 1 [course no. I9110]
  - module 2 [course no. I9210]
- **SmartSet Word Processing**  
(modules 1 & 2) .....57
  - module 1 [course no. I9116]
  - module 2 [course no. I9216]
- **WordPerfect 5.1** [course no. I9032].....57

### Family and Social Services Software Applications

- **Child Welfare Information System (CWIS) Inquiry** [course no. I9054] .....55
- **Child Welfare Information System (CWIS) Update** [course no. I9058] .....55
- **Income Security Client Index Enquiry**  
[course no. I9066] .....55
- **Public Guardian Information System (PGIS)** [course no. I9072].....56

### Mainframe Software Packages

- **PROFS** [course no. I9084].....56





## IRS Training Courses

### Child Welfare Information System (CWIS) Inquiry

Course number: I9054

This is a guided session to acquaint the user with the INQUIRY functions of the Child Welfare Information System. This is aimed at someone who does not have a caseload or direct authority in handling Child Welfare matters but who does have a need to gain specific case information. This differs from someone who needs statistics only.

**Length:** 1 day

**Group Size:** 2-4 participants

### Child Welfare Information System (CWIS) Update

Course number: I9058

This course is aimed at staff in District Offices who have the responsibility of maintaining both paper and electronic Child Welfare case file information. It will introduce staff to the features of CWIS and guide them through the processes of setting up an intake/investigation, opening a case and updating the placement and legal authority information.

**Length:** 2 days

**Group Size:** 2-3 participants

### DOS (module 1)

Course number: I9122

This course covers basic disc and file management. Topics include finding, copying, and erasing files, running programs, and managing subdirectories. The majority of class time is spent on: DIR,

COPY, ERASE, CD, FORMAT CHKDSK, and wildcard characters. NOTE: Trainee must have familiarity with microcomputers.

**Length:** 1 day, may be divided into 2 half days

**Group Size:** 2-6 participants

### DOS (module 2)

Course number: I9222

This course emphasizes subdirectory management, choosing and using backup procedures, and dealing with problems. The majority of class time is spent on: MD, CD, RD, Path, XCOPY, ATTRIB, BACKUP/RESTORE; the three ways of running a program, introduction to batch files: AUTOEXEC.BAT, and CONFIG. SYS. NOTE: This course is for staff who want to look at more advanced methods of PC management.

**Prerequisite:** Must have taken DOS Module 1 and have mastered basic DOS commands.

**Length:** 1 day, may be divided into 2 half days

**Group Size:** 2-6 participants

### Income Security Client Index Enquiry

Course number: I9066

This course is to acquaint the new user on the Enquiry features of Client Index Enquiry. Trainees will be shown the correct procedures for logging on and off the system and how to conduct enquiries on their Income Support clients.

**Length:** 2 hours

**Group Size:** 3-6 participants

## Lotus 1-2-3 (module 1)

Course number: I9026

This course will introduce the Lotus 1-2-3 spreadsheet software system. The trainee will be guided through exercises designed to introduce the fundamentals of using an electronic spreadsheet: entering text and numbers, writing formulas, printing, moving and copying information, and using various formatting techniques to manipulate the spreadsheet.

**Length:** 1 day

**Group Size:** 4-6 participants

## PROFS

Course number: I9084

This course is to acquaint the new user with the features of PROFS. Emphasis is placed on the functions for sending and receiving notes, creating electronic documents for mailing and handling personal files of notes and documents. Other features of PROFS are introduced such as the calendar functions, utilities and commands to use when creating notes and documents.

**Length:** 1 day

**Group Size:** 2-4 participants

## Public Guardian Information System (PGIS)

Course number: I9072

This is an introductory course for the Public Guardian Information System, a personal computer system which was written using SmartSet. It was designed to enable the Office of the Public Guardian to maintain client records. The student is guided through screens which allow clients to be entered into the database, and those which allow information on each client to be modified.

**Length:** full day

**Group Size:** 3-6 participants

## SmartSet Data Manager (module 1)

Course number: I9104

This is an introductory course to the Database Manager of SmartSet, an integrated software package. Topics include the design and creation of a database, entry and editing of data, sorting and printing techniques, and query functions.

**Length:** 1 day

**Group Size:** 2-4 participants

## SmartSet Data Manager (module 2)

Course number: I9204

This course builds upon the commands covered in SmartSet Data Manager Module 1. Topics include file management techniques and relational file commands, advanced reporting techniques, and integration with other SmartSet applications.

**Length:** 1/2 day

**Group Size:** 2-4 participants

**Prerequisite:** Must have taken SmartSet Data Manager Module 1

## SmartSet Spreadsheet (module 1)

Course number: I9110

This is an introductory course to the SmartSet spreadsheet software. Topics include entering text and numbers, formatting the information, justifications, manipulating the size of the spreadsheet, moving cells and columns, printing, etc.

**Length:** 1 day

**Group Size:** 2-4 participants



## **SmartSet Spreadsheet (module 2)**

Course number: I9210

This course builds upon the concepts introduced in Module 1 and provides further insight into the capability of this electronic spreadsheet program. Commands covered include graphics and reporting functions, as well as integration with the other SMARTSET Application programs.

**Length:** 1/2 day

**Group Size:** 2-4 participants

**Prerequisite:** Must have taken SmartSet Spreadsheet Module 1

**Prerequisite:** Must have taken SmartSet Word Processing Module 1

## **WordPerfect 5.1**

Course number: I9032

This course covers basic and intermediate word processing skills. Topics include: creating, editing, and printing a file: formatting - margins, tabs, etc; automatic numbering; columns: spell checking; search and replace; form letters; file management; dealing with WordPerfect codes; recovering from common problems.

**Length:** 4 days

**Group Size:** 3-6 participants

## **SmartSet Word Processing (module 1)**

Course number: I9116

This is an introductory course for the word processing of SmartSet, an integrated software package. Topics for this course include document creation and editing, the HELP function, printing, spell check and the formatting commands: margins, spacing, tab settings etc.

**Length:** 1 day

**Group Size:** 2-4 participants

## **SmartSet Word Processing (module 2)**

Course number: I9216

This course builds upon the concepts covered in Module 1 of SmartSet Word Processor. Topics include the merge document facility for form letters, advanced formatting techniques, and file manipulations, as well as integration with the other applications of SmartSet.

**Length:** 1/2 day

**Group Size:** 2-4 participants



**Personnel Administration Office  
(PAO) Training and Development**





## Schedule of Recommended Courses: PAO Training and Development

The PAO courses included in this Family and Social Services Staff Development Calendar are courses offered through PAO which this Department deems relevant for its employees for the 1990-91 training year.

Applications for scheduled PAO courses are to be submitted through the RSDC's for Regions and to Staff Development for Headquarters employees using the SSA 63A form.

Please note that although the deadline for applications for the period April 1990 through October 1990 was in February of 1990 there may still be limited space available. Please contact the RSDC's for your region or Staff Development Headquarters for further information. Additional dates will be made available by PAO when their schedule is developed. Courses are cancelled where there is insufficient demand, however, applications are accepted until the course is full and a wait list is kept where appropriate.

### Management and Supervisory Development Programs

- **Human Rights Seminar For Supervisors and Managers - Level I**.....65
  - May 30, 1990 (Edmonton)
  - Jun. 5, 1990 (Edmonton)
  - Jun. 12, 1990 (Calgary)
  - Sep. 25, 1990 (Edmonton)
  - Oct. 23, 1990 (Calgary)

**Cost:** None

- **Human Rights Seminar For Supervisors and Managers - Level II** .....65
  - June 19, 1990 (Edmonton)

**Cost:** None

- **Introduction to Central Agencies of the Alberta Public Service** .....66
  - TBA (Edmonton)

**Cost:** \$50.00 per participant

- **Logical and Creative Problem Solving**.....66
  - May 10-11, 1990 (Edmonton)
  - Jun. 21-22, 1990 (Edmonton)
  - Sep. 13-14, 1990 (Edmonton)
  - Oct. 1-2, 1990 (Edmonton)

**Cost:** \$175.00 per participant

- **Managing the Decision Making Process (with Follow-up)** .....66
  - May 7-9 and May 25, 1990 (Edmonton)
  - May 22-24 and Jun. 11, 1990 (St. Paul)
  - Sep. 5-7 and Oct. 3, 1990 (Edmonton)

**Cost:** \$250.00 per participant

- **Managing Time**.....67
  - May 24-25, 1990 (Lethbridge)
  - May 31 - Jun. 1, 1990 (Edmonton)
  - Jun. 19-20, 1990 (Calgary)
  - Sep. 4-5, 1990 (Slave Lake)
  - Sep. 13-14, 1990 (Edmonton)
  - Sep. 20-21, 1990 (Peace River)
  - Sep. 27-28, 1990 (Edmonton)
  - Oct. 4-5, 1990 (Edmonton)

**Cost:** \$150.00 per participant - Open

- **Non-Management Classification Course for Line Managers and Personnel Administrators** .....67  
Oct. 18-19, 1990 (Edmonton)  
  
**Cost:** None  
  
Courses may be arranged for Calgary should there be sufficient demand.
- **Power and Productivity** .....67  
Jun. 13-15, 1990 (Calgary)  
Sep. 24-26, 1990 (Edmonton)  
Oct. 1-3, 1990 (Edmonton)  
  
**Cost:** \$200.00 per participant - Open
- **Women Entering A Management Role**.....67  
May 8-11, 1990 (Edmonton)  
Jun. 6-9, 1990 (Edmonton)  
Sep. 11-14, 1990 (Edmonton)  
Oct. 2-5, 1990 (Edmonton)  
  
**Cost:** \$200.00 per participant

## Training Program for Personnel Administrators

- **Classification and Staffing Policy and Consulting Division** .....68
- **Recruitment and Selection Branch:**  
  
**Recruitment and Selection Policies** ....68  
TBA  
**Recruitment and Selection - A Systematic Approach** .....68  
TBA  
**Recruitment and Selection Interviewing** .....69  
TBA

- **Classification Branch:**  
  
**Non-Management Classification Course for Line Managers and Personnel Managers**..... 69, 70  
TBA  
**Management Classification**.....70  
TBA
- **Employee Relations Division**  
  
**Introduction to Employee Relations** .....70  
TBA  
  
**The Grievance-Adjudication Process** .....71  
TBA

## Staff Development and Occupational Health and Safety

- **Occupational Health and Safety** .....71  
TBA
- **Human Rights - Employer's Workshop**...72  
TBA
- **Career Counselling Skills** .....72  
TBA
- **Essentials of Organization Development for Personnel Practitioners**.....73  
TBA



## Occupational Health and Safety Programs and Services

### Occupational Safety

- **Defensive Driving**.....73
  - May 7, 1990 (Peace River)
  - May 14, 1990 (Red Deer)
  - May 14, 1990 (Calgary)
  - May 22, 1990 (St. Paul)
  - May 28, 1990 (Lethbridge)
  - Jun. 4, 1990 (Edmonton)

Cost: \$40.00 per participant

- **Emergency Modular First Aid** .....74
  - May 8, 1990 (Peace River)
  - May 15, 1990 (Red Deer)
  - May 15, 1990 (Calgary)
  - May 23, 1990 (St. Paul)
  - May 29, 1990 (Lethbridge)

Cost: \$40.00 per participant

- **Facts About AIDS**.....75
  - May 8, 1990 (Calgary)
  - Jun. 20, 1990 (Red Deer)
  - Sep. 12, 1990 (Calgary)
  - Oct. 17, 1990 (Peace River)
  - Oct. 23, 1990 (Edmonton)
  - Oct. 24, 1990 (Grande Prairie)
  - Oct. 31, 1990 (Red Deer)

Cost: None

- **Joint Worksite and Safety Committee** .....74
  - Oct. 18, 1990 (Lethbridge)

Cost: \$20.00 per participant

- **Small Craft/Water Survival**.....74
  - May 8, 1990 (Edmonton)
  - May 11, 1990 (Lethbridge)
  - May 15, 1990 (Peace River)

Cost: \$80.00 per participant

- **Standard Modular First Aid**.....74
  - Jun. 1-2, 1990 (Fl. McMurray)
  - Sep. 17-18, 1990 (Edmonton)
  - Oct. 15-16, 1990 (Calgary)
  - Oct. 22-23, 1990 (Lethbridge)

Cost: \$80.00 per participant

### Occupational Health and Health Promotion

- **Back Injury Prevention** .....75
  - (see note below)

- **The Facts About AIDS** .....75
  - (see note below)

- **Hearing Conservation** .....75
  - (see note below)

- **Office Ergonomics For V.D.T. Operators** .....75
  - (see note below)

- **Smoking and Health Effects** .....75
  - (see note below)

All Occupational Health and Health Promotion courses are offered at no cost at the worksite for groups of employees. Department Managers and Occupational Health and Safety Coordinators who wish to arrange presentations should contact a Regional Office of the Occupational Health Service. The Department Occupational Health and Safety Coordinator should be informed and/or included in the planning.

### Behavioural Health

- **Assertiveness and Emotional Stability** ....76
  - May 10, 1990 (Red Deer)
  - Jan. 16, 1991 (Calgary)
  - Feb. 7, 1991 (Edmonton)

Cost: \$50.00 per participant

- **Combating Stress in the Workplace.....76**  
 Oct. 11, 1990 (Calgary)  
 Jan. 17, 1991 (Edmonton)  
 Feb. 21, 1991 (Edmonton)  
 Mar. 14, 1991 (Red Deer)  
 Mar. 21, 1991 (Calgary)

**Cost:** \$50.00 per participant

- **Human Relations Effectiveness .....76**  
 May 17, 1990 (Calgary)  
 Sep. 6, 1990 (Edmonton)

**Cost:** \$50.00 per participant

- **Managing The Troubled Employee .....76**  
 Jun. 7, 1990 (Edmonton)  
 Jan. 24, 1991 (Edmonton)  
 Mar. 13, 1991 (Calgary)  
 Mar. 28, 1991 (Edmonton)

**Cost:** None

## Health Education Services

- Available on request where  
 sufficient numbers .....77
- **Alcohol and Drug Abuse - Health Effects**  
 - 1 hour
- **Blood Pressure Education and Screening -**  
 - 1 hour (plus individual screening)
- **Eye Protection on the Job - 1 1/2 hours**
- **Healthy Lifestyle for Effective Living and  
 Working - 2 hours**
- **Heimlich Maneuver - 3/4 hour**
- **Insect Bites - Severe Allergic Reactions**  
 - 1 hour
- **Nutrition - 1 1/2 hours**
- **Prevention of Heart Disease - 1 hour**

- **Rabies - Protection Measures - 1/2 hour**

- **Self Care in Occupational Health**  
 - 1 1/2 hours

- **Weight Control - 1 1/2 hours**

## Other Courses and Services

- **Career Planning for Professionals .....78**  
 Jun. 6-9, 1990 (Edmonton)  
 Sep. 19-21, 1990 (Edmonton)  
 Oct. 10-12, 1990 (Lethbridge)

**Cost:** \$160.00 per participant

- **Introductory Career Planning .....78**  
 May 9-11, 1990 (Edmonton)  
 Oct. 16-17, 1990 (Edmonton)

**Cost:** 190.00 per participant - Open

- **Preparing for the Job Interview .....78**  
 Sep. 17-18, 1990 (Edmonton)

**Cost:** \$120.00 per participant - Open

- **Pre-Retirement Planning .....77**  
 May 7-8, 1990 (Edmonton)  
 May 10-11, 1990 (Calgary)  
 Oct. 1-2, 1990 (Lethbridge)  
 Oct. 4-5, 1990 (Calgary)

**Cost:** \$110.00 per participant

There will be no extra charge for spouses  
 who accompany participants.

## Training and Development Courses

### PAO: Management and Supervisory Development Programs

#### Human Rights Seminar for Supervisors and Managers - Level I

This program will allow participants to examine how human rights issues and legislation affect them as managers and supervisors. Through presentations and discussions on specific topics, participants will gain a better understanding of their rights, as well as their responsibilities, in dealing with the human rights issues related to recruitment, management, and discipline and dismissal. Discussions will also identify effective managerial and supervisory techniques to avoid potential human rights complaints.

The program will provide participants with knowledge in the following areas:

- Provisions of the Individual's Rights Protection Act
- The Employer's rights and responsibilities under the Act
- Guidelines for application forms and interviews
- Dealing with physical disabilities
- Sexual harassment
- The complaint investigation process

#### For Whom

Managers and supervisors who are looking for practical information and guidelines to help them understand and deal effectively with human rights

issues in the current work, or for their career development.

#### When Offered

May 30, 1990 (Edmonton)  
Jun. 5, 1990 (Edmonton)  
Jun. 12, 1990 (Calgary)  
Sep. 25, 1990 (Edmonton)  
Oct. 23, 1990 (Calgary)

**Cost:** None

#### Human Rights Seminar for Supervisors and Managers - Level II

This half-day program is geared to individuals who have attended the Human Rights Seminar - Level I. The seminar will give participants an opportunity to apply their knowledge of human rights laws to actual situations, as well as to expand their understanding of recent human rights decisions and issues, and how these decisions and issues may affect the workplace and their own responsibilities as managers and supervisors.

The program will include the following topics:

- A brief review of the Individual's Rights Protection Act
- Discussion of the newest Human Rights issues: their current and future impact on the workplace
- Recent court decisions (ranging from Boards of Inquiry to the Supreme Court of Canada) based on Human Rights Law and the Charter
- Discussion of on-the-job situations, concerns or issues as identified by course participants
- Case studies (small group activity)



**For Whom**

Managers and supervisors. Pre-requisite: Attendance at the Human Rights Seminar - Level I. Participants are encouraged to bring cases, situations or issues which they have come across since their attendance at the previous seminar. It is recommended that participants wait a year after level I before attending Level II.

**When Offered**

Jun. 19, 1990 (Edmonton)

Cost: None

## Introduction to Central Agencies of the Alberta Public Service

This course is designed to acquaint managers with the central systems and agencies of the Alberta Public Service and to inform them of recent changes and sources of additional information or assistance.

As this is primarily an information sharing event, it will be a conference format that will include plenary sessions, small group presentations, and displays. These activities will be scheduled in such a way that participants will be able to select the most useful activities for their needs and have some choice of when to attend.

**For Whom**

This course will be relevant to any manager wishing more information regarding central agencies.

**When Offered**

TBA

Cost: \$50.00 per participant

## Logical and Creative Problem Solving

The intent of this course is to provide practical techniques for solving problems. Participants will be able to understand the difference between logical and creative approaches and the

characteristics of the working environment needed to use them.

**For Whom**

Managers who wish to develop and strengthen their own skills and involve others in the problem solving process.

**When Offered**

May 10-11, 1990 (Edmonton)

Jun. 21-22, 1990 (Edmonton)

Sep. 13-14, 1990 (Edmonton)

Oct. 1-2, 1990 (Edmonton)

Cost: \$175.00 per participant

## Managing the Decision Making Process

The program with a follow-up day is aimed at improving the quality of decisions and increasing the commitment of those involved in their implementation by appropriate involvement in the decision-making process. Through a sequence of practical techniques this course will assist managers and supervisors at all levels to ensure that the decision purpose and objectives are properly identified, decide who should be involved, on what basis, and in which parts of the decision-making process, and improve the quality of decisions through evaluation of alternatives and risk analysis.

**For Whom**

Practicing managers who wish to strengthen decision making skills and other employees who need to understand how their contributions fit into the decision making process.

**When Offered**

May 7-9 and May 25, 1990 (Edmonton)

May 22-24 and Jun. 11, 1990 (St. Paul)

Sep. 5-7 and Oct. 3, 1990 (Edmonton)

Cost: \$250.00 per participant. Follow-up day no cost.

## Managing Time

This course will help people examine their understanding of time and how this perception may differ from that of others. Making the most effective use of that time is the primary focus. Participants will be able to assess where time is "being spent", list the various criteria for setting priorities, recognize how others use their time, recognize and minimize time-wasting behaviour, and delegate or receive work to avoid the wasting of time.

### For Whom

Anyone who wishes to examine the way they use their time and organize their work. This course will require the participant to complete a two-day Daily Time Log prior to attending.

### When Offered

May 24-25, 1990 (Lethbridge)  
May 31 - Jun. 1, 1990 (Edmonton)  
Jun. 19-20, 1990 (Calgary)  
Sep. 4-5, 1990 (Slave Lake)  
Sep. 13-14, 1990 (Edmonton)  
Sep. 20-21, 1990 (Peace River)  
Sep. 27-28, 1990 (Edmonton)  
Oct. 4-5, 1990 (Edmonton)

**Cost:** \$150.00 per participant

## Non-Management Classification Course for Line Managers and Personnel Administrators

This two-day program will provide participants with an understanding of the process used to evaluate and classify non-management positions within the Alberta Government, as well as an opportunity to practice the skills through exercises.

### For Whom

Managers who will be participating on classification committees, or who wish to gain a knowledge of concepts of classification. Also relevant to Personnel Administrators whose work

entails responsibility for the classification function in the Alberta Public Service.

### When Offered

Oct. 18-19, 1990 (Edmonton)

**Cost:** None

## Power and Productivity

This course will help participants to understand power and influence and how to use them to improve personal and group productivity. Upon completion they will be able to describe the theoretical relationship between leadership, influence, and power bases, understand potency and influence power, identify the sources of influential power, and link power base options to leadership style choices.

### For Whom

This course is for Managers and Supervisors. Participants are required to bring a "Learning Contract" prepared in consultation with their Supervisor or Manager.

### When Offered

Jun. 13-15, 1990 (Calgary)  
Sep. 24-26, 1990 (Edmonton)  
Oct. 1-3, 1990 (Edmonton)

**Cost:** \$200.00 per participant

## Women Entering a Management Role

This course will help to prepare women for their role as managers. Topics include skills for managing people, management theories and leadership styles, motivation and problem solving, power, and time and stress management practices.

### For Whom

Women who are in, or would have the potential to enter, a managerial role.

### When Offered

May 8-11, 1990 (Edmonton)



Jun. 6-9, 1990 (Edmonton)  
Sep. 11-14, 1990 (Edmonton)  
Oct. 2-5, 1990 (Edmonton)

**Cost:** \$200.00 per participant

## **PAO: Training Program for Personnel Administrators**

### **Classification and Staffing Policy and Consulting Division**

Courses listed under Classification and Staffing Policy and Consulting Division are required for certification.

In selecting courses, Personnel Administrators should consult with Personnel Services: Karen Massey, Staffing (422-3971) and Roy Hartling, Classification and Standards (427-7386).

For all PAO courses, formal applications require the completion of the SSA 63A.

### **Recruitment and Selection: Policies**

This 2-day program will provide personnel practitioners with a fundamental knowledge of the Public Service Act, the major recruitment and selection policies in the Alberta Government, and of the various resources and assistance available to them. Also included will be an examination of the role of the Personnel Administrator in relation to the recruitment and selection function in the Alberta Government.

The program will include:

- a discussion of the work environment and the factors which shape recruitment and selection policy and procedures in the Alberta Government

- a review of sections 14 to 19 of the Public Service Act, and the major recruitment and selection policies
- a review of position abolishment procedures
- an examination of the role of the Personnel Administrator in the recruitment and selection function
- a discussion of the various resources available to the Staffing Officer
- case studies designed to provide experience in administering the Public Service Act and recruitment and selection policies

#### **For Whom**

Personnel Administrators and/or Managers of a personnel function.

#### **When Offered**

TBA

**Cost:** None

### **Recruitment and Selection: A Systematic Approach**

This 4-day program will provide participants with the fundamental skills and knowledge essential to perform effectively in the staffing function. The program will consist of a review of the steps in recruitment and selection, from position analysis to planning for the interview and assessing applicants. The objective is to provide participants with a systematic model which can be used to improve the quality of the final selection decision and improve the effectiveness of the staffing function.

The program will provide participants with knowledge and skills related to the following aspects of the staffing function:

- job analysis
- alternative recruitment strategies



- recruitment advertising and strategies for screening candidates for the interview
- planning for the interview
- interview methods, techniques and the dynamics of the interview process
- conducting an effective interview
- assessment methods for better hiring decision
- documentation of hiring decisions
- discuss interview planning and questioning techniques, and observe the results of different questions and styles of questioning
- review the role of the selection panel chairperson, and discuss and practice methods of effectively performing that role
- discuss and observe methods of dealing with difficult interview situations

#### **For Whom**

Personnel Administrators and/or managers of the personnel function with priority given to Personnel Administrators who are currently working in Recruitment and Selection in the Alberta Public Service. Recruitment and Selection Policies is a prerequisite.

#### **When Offered**

TBA

**Cost:** None

### **Recruitment and Selection: Interviewing**

This 4-day program will allow participants to examine and strengthen their selection interviewing skills. Through the extensive use of video-tape, participants are able to observe themselves and obtain feedback on their interview styles and their effectiveness. Participants are also given suggestions on improving their questioning techniques and how to most effectively use the time allocated for an interview.

The program will provide participants with an opportunity to:

- conduct and observe, on video-tape, both one-on-one and panel interviews

#### **For Whom**

Personnel practitioners who chair selection panels, and those who would like to develop their selection interviewing skills. Priority will be given to Personnel Administrators who are currently working in the staffing function in the Alberta Public Service.

Seats may be available, from time to time, for experienced Staffing Officers who wish to take the course as a "refresher" to ensure their continued effectiveness as interviewers. Recruitment and Selection: Policies and Recruitment and Selection: A Systematic Approach are prerequisites.

#### **When Offered**

TBA

**Cost:** None

### **Classification Branch**

#### **Non-Management Classification Course for Line Managers and Personnel Administrators**

This two-day program will provide participants with a basic understanding of the process used to evaluate and classify non-management positions within the Alberta Government, as well as an opportunity to practice skills through exercises.

At the end of this program participants will be able to:

- understand what classification is and why we use it
- apply the basic skills needed to analyze, describe and evaluate jobs. This includes: a) how to write a job description and b) how to analyze a job description to determine if and when more information or clarification is required
- understand the use of the class specifications and explain the differences between levels of work
- identify and discuss problems arising from or relating to the classification process in order to develop realistic approaches to resolving them
- understand the series review process
- understand the classification appeal process
- describe and apply the process for classifying management positions within the Alberta Government
- analyze positions for allocation within the Management Classification Plan and support recommendation for proposed level to the line, departmental personnel office, and PAO
- have a basic understanding of the purpose and process of delegation of Management Classification authority to departments
- describe the Management Classification Appeal hearing process

#### **For Whom**

Personnel Administrators who require an introduction to the Management Classification function to assist them in their current work, or for their career development. Priority will be given to individuals whose work now entails responsibility for the Management Classification function in the Alberta Public Service.

#### **When Offered**

Mar. 8-9, 1990 (Edmonton)  
Sep. 13-14, 1990 (Edmonton)  
Other dates to be announced

**Cost:** None

### **Employee Relations Division**

#### **Introduction to Employee Relations**

This 3-day program is designed to provide personnel practitioners with the information and knowledge needed to assist line management in their day-to-day responsibilities for the employee relations function. The major emphasis will be on employee relations for bargaining unit employees.

The program will provide participants with knowledge and skills related to the following aspects of the employee relations function:

#### **For Whom**

Relevant to Personnel Administrators whose work entails responsibility for the classification function in the Alberta Public Service.

#### **When Offered**

May 29-30, 1990 (Edmonton)  
Oct. 18-19, 1990 (Edmonton)  
Other dates to be announced

Courses may be arranged for Calgary should there be sufficient demand.

**Cost:** None

### **Management Classification**

This 1 1/2 day program will provide participants with the necessary skills to describe and apply the Management Classification Plan used in the evaluation of management positions within the Alberta Government.

At the end of this program, participants will be able to:

- background to the employee relations function in the Alberta Public Service
- collective bargaining
- the collective Agreement
- employees outside the bargaining unit: the determination of pay and benefits
- management rights
- the union and employee relations
- managing performance
- discipline
- grievances

**For Whom**

Personnel Administrators. Some pre-course reading will be assigned.

**When Offered**

TBA

**Cost:** None

## **The Grievance-Adjudication Process**

This 3-day advanced level employee relations course is designed for personnel practitioners who wish to obtain further information on the grievance- adjudication process.

Upon completion the participant will be able to:

- understand the nature and purpose of the grievance procedure as it applies to bargaining unit employees in the Alberta Public Service
- understand the relationship between natural justice and the grievance procedure
- identify various types of grievances and determine if a complaint meets the criteria of

a grievance under Article 29 of the Master Agreement

- investigate a grievance to determine the relevant facts present in the case, and determine the areas requiring further information and the methods to acquire that information
- understand the process for conducting a Level 3 grievance hearing in the Alberta Public Service
- understand the process for conducting a Level 4 adjudication and the role of the labour relations consultant prior to and during an adjudication hearing.

**For Whom**

Personnel Administrators. Introduction to Employee Relations is a prerequisite.

**When Offered**

TBA

**Cost:** None

## **Staff Development and Occupational Health and Safety**

### **Occupational Health and Safety**

This half day course will provide participants with an overview of occupational health and safety programs in the Public Services, and examine significant legislation and policies which impact on managing this function.

The program will include:

- a review of the organization and administration of the occupational health and safety function in government



- an overview and discussion of occupational health and safety legislation with an emphasis on key areas of the Occupational Health and Safety Act and General Safety Regulation
- a review of the five occupational health and safety programs
- a discussion of occupational health and safety policy directives contained in the Personnel Policies and Procedures Manual
- a discussion of the role of the Personnel Administrator in occupational health and safety with emphasis on how the function integrates with other personnel disciplines

#### **For Whom**

Personnel Administrators who require an introduction to the Occupational Health and Safety function to assist them in their current work, or for their career development.

#### **When Offered**

TBA

**Cost:** None

### **Human Rights - Employer's Workshop**

This one day program will allow participants to examine human rights issues as they affect the employer. Through group discussion on specific topics, participants will gain a better understanding of their rights and responsibilities in dealing with situations which involve human rights.

The program will provide participants with knowledge in the following areas:

- the employer's rights
- provisions of the Individual's Rights Protection Act
- relationship between the Charter of Rights and the Individual's Rights Protection Act

- the process of investigating complaints
- dealing with physical disabilities
- interviews and application forms
- sexual harassment.

#### **For Whom**

Personnel Administrators who require an introduction to human rights issues to assist them in their current work, or for their career development.

#### **When Offered**

May 9, 1990 (Edmonton)

Other dates to be announced

**Cost:** None

### **Career Counselling Skills**

This program is designed to provide basic career counselling skills so that individuals can provide assistance and direction to employees involved in their own career planning. There are pre-course exercises and a self- assessment.

At the end of this workshop participants will have:

- developed an understanding of the Career Planning Process
- experienced working with a cross section of career planning tools (i.e. Motivated Skills Card Sort, Career Values Card Sort, Career Decision- Making System)
- been exposed to a variety of resource inventories, summaries of community/ government resources and materials that may be useful in assisting individuals
- developed an understanding of the roles and responsibilities of the Career Planning Centre
  - Personnel Administration Office, the departmental personnel administrators and employees

**For Whom**

Personnel Administrators

**When Offered**

Nov. 22-3, 1989 (Edmonton)

**Cost:** None

**Essentials of Organization  
Development for Personnel  
Practitioners**

This new 2-day program is designed to provide personnel practitioners with an introduction to the theories, models, and activities of organization development. The major emphasis of the program will be on enhancing the appreciation of OD and its potential benefits. It will enable personnel practitioners to work more effectively with line managers and consultants where an OD project should be considered or is underway.

The program will provide participants with knowledge and/or skills related to the following areas:

- definition of organization development
- the relationship of management development and organization development
- the consulting role in organization development
- a sequential model of organization development (to ensure positive results)
- impediments to successful organization development
- assessment of readiness for organization development
- two key models in organization development
- assessment methods (data gathering)
- case studies on organization development

**For Whom**

Personnel Administrators who require an introduction to organization development so they may assist their line managers in coping with the demands of a changing environment. Some pre-course reading will be assigned.

**When Offered**

TBA

**Cost:** None

**PAO: Occupational Health  
and Safety Programs and  
Services**

**Occupational Safety**

**Defensive Driving**

This course is sponsored by the Canada Safety Council and is aimed at the education aspect of traffic safety. Its purpose is to teach an individual how to prevent vehicle accidents.

**For Whom**

Anyone whose jobs require them to use either vehicles owned or leased by government or their own vehicles.

**When Offered**

May 7, 1990 (Peace River)  
May 14, 1990 (Red Deer)  
May 14, 1990 (Calgary)  
May 22, 1990 (St. Paul)  
May 28, 1990 (Lethbridge)  
Jun. 4, 1990 (Edmonton)

**Cost:** \$40.00 per participant

## **Emergency Modular First Aid**

This two-day course is designed to teach first aid principles and practices in sufficient detail to enable participants to deal with the majority of injuries in which first aid is required and to qualify them for certification at the emergency certificate level.

### **For Whom**

Participants who work in either an office/administrative environment or in field operations where an emergency first aid level is required under Alberta First Aid Regulations.

### **When Offered**

May 8, 1990 (Peace River)  
May 15, 1990 (Red Deer)  
May 15, 1990 (Calgary)  
May 23, 1990 (St. Paul)  
May 29, 1990 (Lethbridge)

**Cost:** \$40.00 per participant

## **Joint Worksite Health and Safety Committee**

This course is designed to familiarize committee members with their roles and responsibilities under the Alberta Government Safety Program. Topics covered include: roles and functions of Joint Worksite Health and Safety Committees, accident causation theory, Occupational Health and Safety Act and regulations, mechanics of conducting effective committee meetings, group decision making and problem solving, and the conduct of inspections.

### **For Whom**

Participants must be members of a Joint Health and Safety Committee.

### **When Offered**

Oct. 18, 1990 (Lethbridge)

**Cost:** \$80.00 per participant

## **Small Craft/Water Survival**

This course will provide participants with the basic skills required to handle small craft in addition to allowing them the opportunity to practice some water survival and rescue techniques under controlled conditions.

### **For Whom**

Anyone whose job requires them to use small water craft.

### **When Offered**

May 8, 1990 (Edmonton)  
May 11, 1990 (Lethbridge)  
May 15, 1990 (Peace River)

**Cost:** \$80.00 per participant

## **Standard Modular First Aid**

This three-day course is designed to teach first aid principles and practices to enable participants to deal with the majority of injuries in which first aid is required and to qualify them for certification at the standard certificate level. (One day has been added to this course in anticipation of amendments to the First Aid Regulation being approved.)

### **For Whom**

Participants desiring to be certified at the Standard First Aid Certificate level.

### **When Offered**

Jun. 1-2, 1990 (Ft. McMurray)  
Sep. 17-18, 1990 (Edmonton)  
Oct. 15-16, 1990 (Calgary)  
Oct. 22-23, 1990 (Lethbridge)

**Cost:** \$80.00 per participant

## **Occupational Health and Health Promotion**

All Occupational Health and Health Promotion courses are offered at no cost at the worksite for



groups of employees. Department managers and Occupational Health and Safety coordinators who wish to arrange presentations should contract a Regional Office of the Occupational Health Service. The Department Occupational Health and Safety Coordinator should be informed and/or included in the planning.

## **Back Injury Prevention**

This 1 1/2 hour presentation will provide the participant with an understanding of the causes of back injury. As well, preventive techniques and practical applications will be taught at the worksite.

### **For Whom**

Primarily for employees whose positions require lifting.

## **The Facts About AIDS**

This 1 1/2 hour factual information gathering session will provide the participant with a better understanding of the risks surrounding A.I.D.S., workplace and lifestyle implications, and community services and resources.

### **For Whom**

All employees. This can be adapted for specific work groups eg. first aiders, health care workers, etc.

### **When Offered**

May 8, 1990 (Calgary)  
Jun. 20, 1990 (Red Deer)  
Sep. 12, 1990 (Calgary)  
Oct. 17, 1990 (Peace River)  
Oct. 23, 1990 (Edmonton)  
Oct. 24, 1990 (Grande Prairie)  
Oct. 31, 1990 (Red Deer)

**Cost:** None

## **Hearing Conservation**

This program provides information and strategies for noise exposed employees to protect their hearing and prevent a noise induced hearing loss.

### **For Whom**

The course is designed for employees and supervisors at worksites where the noise level exceeds permissible noise exposures as stated in the Noise Regulation, Occupational Health and Safety Act.

## **Office Ergonomics for V.D.T. Operators**

This program provides information to promote the health, safety, comfort, and efficiency of video display terminal operators. The principles of a well designed work station and ergonomic factors which relate to adapting the environment, equipment, and tasks are discussed, demonstrated and practiced.

### **For Whom**

This 1 1/2 hour presentation is for employees who operate a VDT for 4 or more hours a day, word processors or typists. Supervisors and Managers of VDT operators and persons responsible for selection of furniture for VDT operations would also benefit.

## **Smoking and Health Effects**

This 1-hour presentation is designed to encourage smokers to "kick the habit". An in-depth look at the effects of, and alternatives to, smoking are included.

### **For Whom**

Staff wishing to stop smoking.

## **Behavioural Health**

### **Assertiveness and Emotional Stability**

This one day course will focus on assertive behaviour as an essential component of interpersonal effectiveness and emotional well-being and introduces participants to attitudes and techniques basic to effective communication. The course will include: fundamentals of assertion and self-assessment; recognizing assertive, aggressive and non-assertive responses; beliefs and attitudes that impede assertiveness; self-esteem, assertiveness, emotional well-being; verbal and non-verbal assertiveness techniques; and the application of new techniques.

#### **When Offered**

May 10, 1990 (Red Deer)

Jan. 16, 1991 (Calgary)

Feb. 7, 1991 (Edmonton)

**Cost:** \$50.00 per participant

### **Combating Stress in the Workplace**

This one-day workshop is designed to help individuals understand and manage stress that may be inherent in their particular jobs. The course will include the nature of work stress; sources of stress on the job; consequences of stress: signs on the job, and personal behavioural and medical consequences; strategies for managing work stress; and stress inoculation.

#### **When Offered**

Oct. 11, 1990 (Calgary)

Jan. 17, 1991 (Edmonton)

Feb. 21, 1991 (Edmonton)

Mar. 14, 1991 (Red Deer)

Mar. 21, 1991 (Calgary)

**Cost:** \$50.00 per participant

## **Human Relations Effectiveness**

This one day workshop will focus on the development of attitudes and behavioural skills that facilitate effective interpersonal relationships in personal life and at the workplace. The course will include interpersonal effectiveness as a key to emotional well-being; assessing personal motivations, goals, and self-concept; acceptance of self and others; effective verbal and non-verbal communication; developing a conflict resolution model; and application of concepts and skills in effective interpersonal relationships.

#### **When Offered**

May 17, 1990 (Calgary)

Sept. 6, 1990 (Edmonton)

**Cost:** \$50.00 per participant

### **Managing the Troubled Employee**

This half-day seminar will familiarize participants with the functions and policies of the Diagnostic and Referral Service and provide them with essential information in managing employees experiencing behavioural health problems. The course will include: policies, functions and services; identifying behavioural health problems; consequences of behavioural health problems on employee and workplace; constructive intervention; integrating the employee back into the workplace; and creating work conditions to alleviate behavioural health problems and optimize performance.

#### **For Whom**

Managers, supervisors, and personnel administrators.

#### **When Offered**

June 7, 1990 (Edmonton)

Jan. 24, 1991 (Edmonton)

Mar. 13, 1991 (Calgary)

Mar. 28, 1991 (Edmonton)

**Cost:** None



## Health Education Services

In addition to occupational health and health promotion courses detailed in this calendar, the Occupational Health Service conducts education programs at government worksites on request. Programs are aimed at assisting employees to acquire and maintain health and well-being through improved understanding of health risk factors related either to their occupations or their lifestyles.

Department Managers and Occupational Health and Safety Coordinators who wish to arrange educational presentations should contact a Regional Office of the Occupational Health Service for further information. The Department Occupational Health and Safety Coordinator should be informed and/or included in planning.

Health Education Programs currently offered include the following:

- **Alcohol and Drug Abuse - Health Effects -**  
1 hour
- **Blood Pressure Education and Screening -**  
1 hour (plus individual screening)
- **Eye Protection On The Job -** 1 1/2 hours
- **Healthy Lifestyle For Effective Living and Working -** 2 hours
- **Heimlich Maneuver -** 3/4 hour
- **Insect Bites - Severe Allergic Reactions -**  
1 hour
- **Nutrition -** 1 1/2 hours
- **Prevention of Heart Disease -** 1 hour
- **Rabies - Protection Measures -** 1/2 hour
- **Self Care in Occupational Health -**  
1 1/2 hours
- **Weight Control -** 1 1/2 hours

## PAO: Other Courses and Services

### Pre Retirement Planning

This course is to provide participants with the opportunity to plan now for their future and a successful transition into retirement. The program is jointly sponsored and presented by the Personnel Administration Office and the Alberta Union of Provincial Employees. It will enable participants to develop appropriate and realistic plans for their retirement, assess their own resources, interests and skills, review lifestyle options and identify other sources of information and advise with respect to pensions, financial and legal concerns, health and nutrition, housing alternatives, time utilization, aging and retirement.

#### For Whom

Employees, managers and their spouses. It is recommended the course be taken 10-15 years before retirement. (Please indicate on your application if your spouse will attend with you.)

#### When Offered

May 7-8, 1990 (Edmonton)

May 10-11, 1990 (Calgary)

Oct. 1-2, 1990 (Lethbridge)

Oct. 4-5, 1990 (Calgary)

**Cost:** \$110.00 per participant

There will be no extra charge for spouses who accompany participants.

Please Note - For AUPE Members

All expenses, i.e. hotel accommodation (members working/living 150 kms. from the course location are eligible, if requested, to have overnight twin accommodation held for them the evening prior to a one-day course or the first day of a two-day course); meals (except where organized), travel and time-off (where requested and approved) will be the responsibility of the member attending.



Upon registration, members are sent the AUPE Education - Policies and Guidelines, General Information, which overviews expense payments applicable to Education only!

Upon receipt of a Members' Expense Claim at the end of the course, reimbursement will be made by the Union for allowable expenses. For payment of expenses and lost wages, participants must complete the course - i.e. attend both days of a two-day course.

Some courses may be cancelled or rescheduled due to low registration or other unforeseen circumstances. The dates and locations of courses may be confirmed by contacting Education, AUPE Headquarters (483-1020 or toll-free 1-800-232-7284) or the respective AUPE Regional Office (call collect if long distance).

## **Career Planning for Professionals**

This course is designed to assist participants in identifying personal skills, values and interests which will allow them to plan their career strategies and to learn a process that will support them when making career decisions. Participants will develop a series of goals and develop a plan of action, identify obstacles to career planning and develop an individually effective decision-making process. Pre-course work is required.

### **For Whom**

Professionals who wish to re-assess their career direction.

### **When Offered**

June 6-9, 1990 (Edmonton)  
Sept. 19-21, 1990 (Edmonton)  
Oct. 10-12, 1990 (Lethbridge)

**Cost:** \$160.00 per participant

## **Introductory Career Planning**

This course is designed to provide employees with the knowledge and skills required for successful

career planning. At the conclusion of workshop, participants will be able to describe a career planning model, describe obstacles to career development and how to overcome them. Be aware of personal skills, interests and values. Plan careers within a balanced lifestyle, describe a process for decision making and develop a career plan. Pre-course work is required.

### **For Whom**

Employees and managers who have had little or no exposure to career planning.

### **When Offered**

May 9-11, 1990 (Edmonton)  
Oct. 16-17, 1990 (Edmonton)

**Cost:** \$190.00 per participant

## **Preparing for the Job Interview**

To provide the employee the opportunity to practice and increase skills in Alberta Public Service job interview situations. Participants will learn to understand the Alberta Public Service competition process, prepare necessary correspondence, resumes, and application forms. Increase self-confidence in an interview by identifying, developing and practicing necessary skills. Pre-course work is required.

### **For Whom**

Clerical, secretarial staff interested in improving job interview skills.

### **When Offered**

Sept. 17-18, 1990 (Edmonton)

**Cost:** \$120.00 per participant

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